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HealthCare Information Management, Inc. (HCIM) Releases a New and Improved SymKey® for EZ-CAP®

WALNUT CREEK, Calif. – March 25, 2008 – After extensive testing at Managed Care Systems (MCS), CareMore Medical Enterprises (CareMore), and Bakersfield Family Medical Center (BFMC), HealthCare Information Management, Inc. (HCIM) issued a SymKey® product update general release, which offers new features and enhancements for the SymKey® for EZ-CAP® Professional Claims module. The new features include:

Complete Scenario with Line Level Adjustment

This scenario provides the functionality to add an adjustment reason code to specified claim lines and then complete the claim with no denial calculation logic.

Remove All Adjustment Codes

This scenario provides the functionality to remove all adjustment reason codes from a claim prior to applying new adjustment codes.

Reprocess/Pend

This scenario duplicates and reprocesses a previously paid (status 9) claim to adjust the amount paid on the original claim and pend the claim (status 3) for the claims examiner's review. The scenario contains functionality to apply adjustment reason codes and add processing status and claim notes.

The Reprocess/Pend scenario has already paid for itself by reducing the number of hours a claims analyst must spend to reprocess claims due to contract changes or other changes. For instance, when we have had 200 claims that we had to reprocess, it would take a claims analyst up to two days to complete them, wherein SymKey could process it in less than an hour. After SymKey runs the Reprocess/Pend scenario, all the claims analyst has to do is check it for accuracy and release the claim. – **Tammy Anderson, MCS Claims Supervisor**



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Type of Service (P to H)

This scenario changes a claim's Type of Service from P (Professional) to H (Hospital) for specified claim lines, and then reprices the claim line. Once the claim line is repriced, the contract value is reduced to the hospital rate.

Type of Service P to H is probably our second best SymKey scenario, simply because it can save us real money by correcting overpayments. We used to do this manually, but it was time consuming and we missed a lot of overpayments due to an incorrect type of service. We used to catch overpayments on the audit side, but it caused confusion and took even more manual staff hours.

- Tammy Anderson

Hard Duplicate/Not a Duplicate Enhancements

Enhancements were made to the Hard Dup/Not a Dup scenario that identifies duplicate claims and non-duplicate claims.

On any given day, we probably see anywhere from 20 to 100 hard duplicate denials. SymKey runs the selected scenario, finds the duplicate claims, and then denies the duplicate and sets it on its way, so nobody has to look at it. Before SymKey, an analyst had to manually search for duplicate claims messages in the system and then correct them, wasting valuable time. Even then, we always had the potential of missing hard duplicates, and then we would have to recover the money.

- Tammy Anderson

About HCIM

HCIM has accumulated more than 150 years of expertise in managed care, healthcare, information technology, and business management. HCIM delivers technology solutions and consulting services to the managed care/payor industry. HCIM's consultants are managed care veterans with extensive operations experience, which allows them to maximize real productivity improvements by performing operational workflow assessments and leveraging existing technology to automate manual processes.

For more information about HCIM's products and services, call 888-454-0202 or visit www.hcim.com.

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