

Q: We have access to an electronic database that charges 20 cents. Why do you charge 99 cents?

A: A single database will never give you more than a 75% to 80% match rate. We poll 3-4 databases plus many insurance carriers directly for a 98% to 99% match rate. Providers typically do not have access to carriers directly and re-typing information into multiple websites would cost you much more than the 99 cents we charge.

Q: How long does an instant benefit availability confirmation (Instant VOB) take?

A: About 2 seconds to 5 seconds, depending on internet traffic and the number of databases we must poll to get a match on your patient request.

Q: How much information do you need from the patient to run an instant confirmation VOB?

A: Just eleven fields. If you have the patient's insurance card, you should photograph and upload via a smartphone or tablet.

Q: Does VOBGetter work on smartphones?

A: Yes. It is optimized for smartphones and tablets. For example, when you upload a photo of the insurance card on an iPhone, it is not saved on the device, ensuring confidentiality.

Q: How often do you check if a client is still insured; that their insurance has not lapsed?

A: Once enrolled, VOBGetter will check each client in your census either twice a week or each weekday. If there is a lapse in coverage, you will receive an urgent email, text message, and/or Kipu notification of the lapse.

Q: What's your experience with mid-month lapsed policies?

A: We're finding about eleven per thousand policies lapse mid-month. That means a facility with a monthly census of 80 patients will experience almost one lapsed policy per month.

Q: So what's the math on that?

A: At \$5.99 per month per patient, a facility with a monthly census of 80 will pay about \$6,000 per year. If the cost/loss on a lapsed policy is \$20,000, then the cost/loss is about \$240,000. After paying \$6,000 for VOBGetter, your ROI is \$234,000. Not bad*.

Q: What else is included with monthly monitoring service?

A: In addition to daily or twice-weekly monitoring for lapsed policies, we'll give you a daily or twice weekly VOB report with all available coverage information.

*Results may vary, no representation of savings is made.

Q: We are a detox center. Why do we need VOBGetter?

A: Our Instant VOB service can advise you in seconds if a prospective patient has a policy in place. Further, our VOB Plus service can give you 2-hour turnaround phone verification with full details on the particulars of the policy and coverage available. Since a detox facility only keeps patients a week or so, the monthly monitoring service will not be as valuable to you as a residential treatment, PHP or IOP facility that keeps patients longer.

Q: How does the VOB Phone Verification work?

A: When you receive the instant confirmation, you can order a phone verification with 2-hour, 4-hour or next day response time. We have a call center of trained VOB professionals and call management systems which match up our personnel with the same insurance carriers every day. While hold times average an hour or more, once through, our volume allows us to clear as many as 6 VOBs at a time. We will return highly detailed VOB information with our phone verification service. Ask your account representative for a sample VOB Plus report.

Q: Why is the VOB Plus service so expensive? Our Biller only charges \$20.00.

A: Hold times average 50 - 80 minutes for a phone-verified VOB. And once through, it takes 5-10 minutes to complete a highly detailed report. If your Biller offers high-quality VOBs with the same 2-hour guaranteed response, then your best move is to use our instant coverage verification and monthly monitoring service. You can always try our phone verification when in a pinch for time.

Q: How much information do you return with the Instant VOB Verification service?

A: Within 5 seconds, you will receive a green or red "Verified" or "No Coverage" response. Seconds later, we send a PDF report containing merged data from all the databases and from the payors where available. We give you whatever we get, which normally requires a phone confirmation. The important part is FIRST getting a confirmation or rejection on coverage, and second, knowing you have the right carrier before calling. Your 99-cent investment here pays for itself many times over.

Q: What other errors do you get back?

A: If the patient insurance data is provided correctly, you will get a "Verified" or "No Coverage" response after we poll multiple databases and insurance companies. The most common error is a "No Match, Please Correct Data" meaning there is a problem with the supplied data. You get this response in seconds so you correct the request and re-submit for a confirmation of available benefits. Once there is a match on the supplied data, the monthly monitoring takes it from there with a daily or twice weekly check that there has not been a lapse in coverage.

Q: What is the match rate for VOBGetter averages on the Instant Verification of Benefit Availability?

A: The old adage "Garbage In, Garbage Out" applies here. The most common error we encounter is getting the insurance carrier selected properly from our list. If the information is supplied correctly, we average a 99% match rate.

Introducing VOBGetter. A Kipu Marketplace Add-in.

1

Instant, multi-database lookup confirmation of coverage availability
Within seconds, you'll get coverage information.



We poll *multiple* databases and many payors directly for coverage availability, getting you back the information you need to make decisions quickly and accurately.

2

Daily monitoring of every patient in your census * for any lapse in coverage

We then poll the carrier or database daily** to confirm continuing coverage and advise you with an urgent text message, email and/or Kipu Messenger notification (configurable your way) if there has been a lapse in coverage.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			1 Coverage Confirmed	2 Coverage Confirmed
5 Coverage Confirmed	6 Coverage Confirmed	7 Coverage Confirmed	8 Coverage Confirmed	9 Coverage Confirmed
12 Coverage Confirmed	13 Coverage Confirmed	14 Coverage Confirmed	15 Coverage Confirmed	16 Coverage Confirmed
19 Coverage Confirmed	20 Coverage Confirmed	21 LAPSE	22	23

3

Two-hour phone verification of benefits with detailed coverage information

Once you get you may order a detailed phone verification of benefits with guaranteed **2-HOUR** response. Our huge volume of VOBs called on means we're almost always on the phone with most carriers, so many VOB confirmation calls are returned in less than one hour.

VOB PLUS Phone Confirmation

Patient Name Jane Doe
Insurance BCBS/St. Paul / Ind.
Insurance ID HFR98754289
Coverage VERIFIED
Cov. Date 2-12-2016
Expires 2-12-2017
VOB Code TGG9879
Carrier BSBC / Minnesota
Ins. ID Code APP-TGH9801
Time 15:37
Date 7-7-2016
Biller To Be Billed

[Patient Detail Attached.](#)



*Daily Benefit Monitoring Service runs on weekdays, excluding weekends and holidays. Monitoring service requires initial VOB request in order to enroll patient in the Monitoring Service. **If selected.

NEW RELEASE!

Introducing VOBGetterSM

Powerful On-Demand, Instant Verification of Benefit Availability and Daily Benefit Monitoring Is Here.

We're excited to announce the launch of a new Kipu Add-In for Advanced VOB technology, called VOBGetter, developed by leeRCM. It's INSTANT, on-demand, coverage verification by polling multiple databases and payors, 24/7/365. Results are placed directly into Kipu patient files! With highly detailed phone verification offering 2-hour, 4-hour and next day service, it's fast, convenient and efficient. Here are a few highlights:

leeRCM's VOBGetter At A Glance

- Automatic daily monitoring of your entire active census for instant notification of lapse of insurance for all active patients in Kipu EMR.
- Instant Electronic confirmation of coverage. You'll get an instant electronic verification of available coverage — in seconds — often with coverage information included. You get an instant VOB.
- More accurate and reliable than just checking one electronic database. VOBGetter polls at least 2 and often more databases, plus many payors directly for a much higher match rate than simply looking in one popular database.
- Phone verification with highly detailed 2-hour, 4-hour and next day service available.
- Regular VOB updates. A new electronic coverage verification will be placed directly in the Kipu patient file daily or twice weekly. Configure VOBGetter for instant notification of all VOBs or only lapsed policies.
- Email, text and/or Kipu Messenger notifications to advise staff of new VOB results, urgent notifications, or lapse in insurance coverage.
- Costs just pennies per day to monitor every patient in your Kipu census for lapse of coverage, and obtain monthly VOB updates. VOBGetter pays for itself!
- VOBs placed directly into Kipu patient file, with payor phone number for instant dialing in to payor for verbal confirmation, when needed — or use our phone services.
- External Biller friendly. Sends notifications internally and externally whenever a lapse of benefits occurs or instant VOB is available.



Your marketing and admissions staff can request an instant VOB and get a result in seconds.

Consider the cost of a lapsed policy... just one. If VOBGetter can eliminate just one unpaid claim due to a lapsed policy, your cost to run VOBGetter is virtually nothing. Order just electronic or add phone verification when ordering your instant VOB.

As Good As FREE!

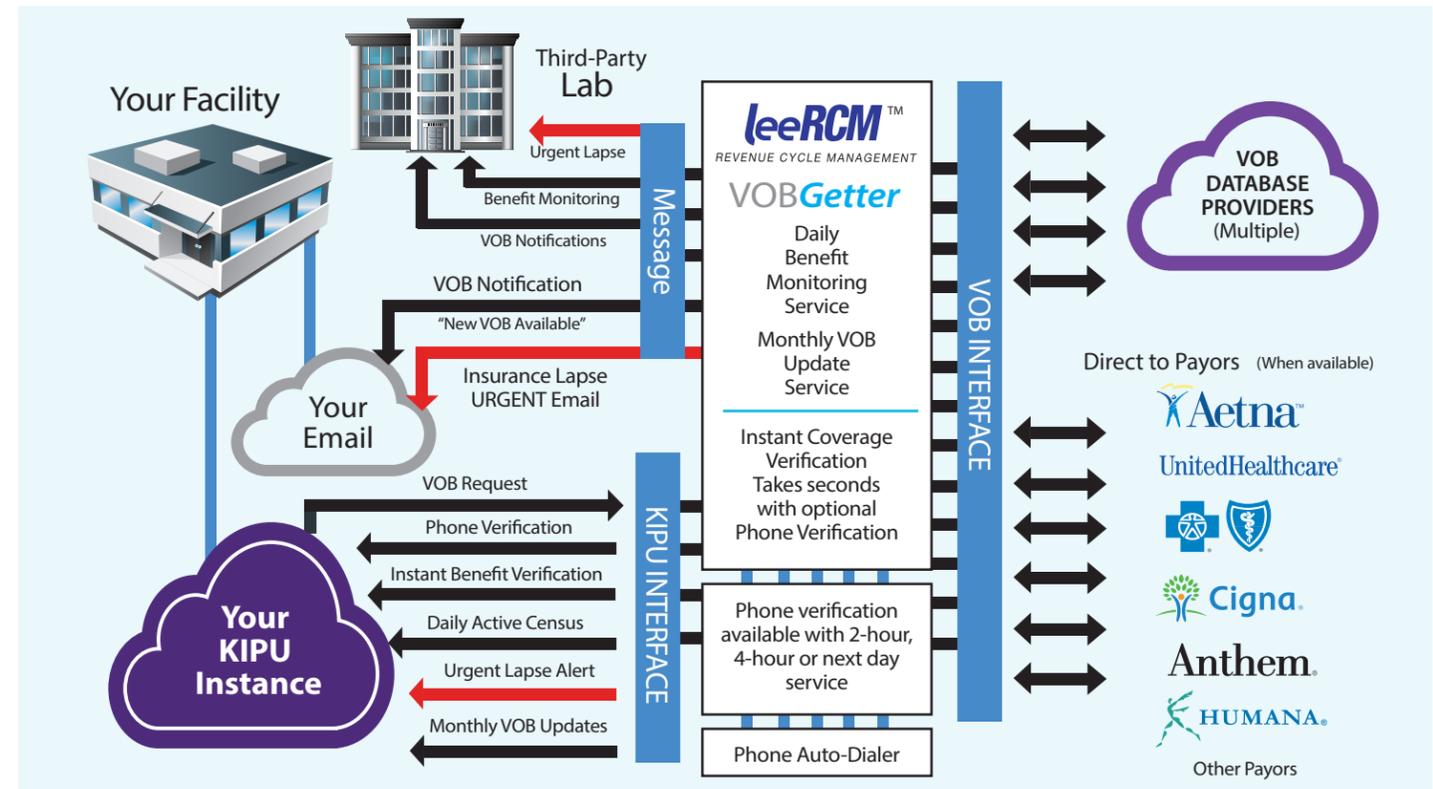
VOBGetter pays you back with savings! Here's how:

- National studies have reported that a 40-60 minute phone call can cost as much as \$65.00 (all inclusive costs) and many external billers charge \$40.00 for a VOB (as much as \$65.00 for weekend VOBs).
- There is currently no way you can call on every patient each day to confirm that they are currently covered, with no lapse in coverage. Doing it manually would require many man-hours every day. VOBGetter from leeRCM does all that for just pennies per day. Considering the cost of a single lapsed policy (just one!); your cost to run VOBGetter is completely paid for...for years to come!
- Our service polls multiple databases, and often the payor directly (when available). It tells you if coverage is present both at the initial call and then every day* as a monitor service.
- Best for instant results, where your admissions or marketing staff needs an answer right away. We can poll all available databases in seconds and advise you of the presence of in-force policies instantly. It would take you much more time to poll 3-5 databases manually.
- Also offers VOB Plus highly detailed phone verification with 2-hour, 4-hour, or next day phone verification of highly detailed benefits directly with payor.
- By polling multiple databases and payors directly, our match rate is much higher than if you checked only a single database.

*Or as selected — there is also a semi-weekly option and must be enabled by user.

How It Works:

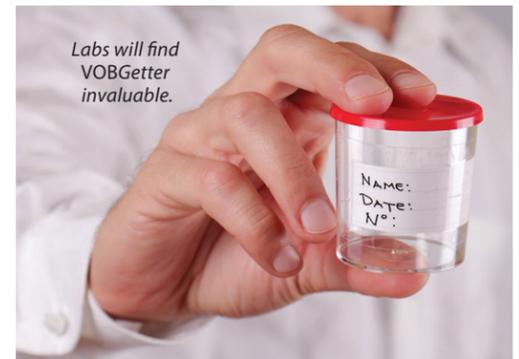
- Just enter the most basic insurance information into the Kipu VOB Module or leeRCM interface ...just 11 fields. Patient information is filled-in from the Kipu Facesheet. Upload a photo of the insurance card using your mobile phone camera, iPad or tablet.
- Request a VOBGetter Instant VOB and get an electronic benefit verification in seconds. This VOB typically confirms available coverage, but sometimes includes basic coverage information.
- Optional VOB Plus phone verification with 2-hour, 4-hour or next day service available, for highly detailed, phone-verified, coverage data.
- Daily* benefit monitoring of your entire patient census in Kipu for just pennies per day. You will receive an instant text message/Email/Kipu message in the event of a lapse in coverage for any patient in your census.
- Monthly electronic VOB coverage update placed in patient file -- a new electronic VOB on the first of each month. Urgent text message/Email/Kipu message are sent in the event of a lapse of coverage.



VOBGetterSM for labs and other third parties:

For labs and third-party providers who bill insurance directly for services, VOBGetter is invaluable.

- FIRST, by providing proper insurance information with no errors, your claims are right from the start, right at admission of a new patient.
- SECOND, VOBGetter can give labs and third parties immediate notification in the event of a lapse of benefits. In this case, a lab, for example, can de-authorize collection of urine or hair samples for outside testing until benefits are reinstated.



Start your FREE TRIAL Today!

Call 561-706-1827 or go to leeRCM.com for more information.

*Daily Benefit Monitoring Service runs on weekdays, excluding weekend and holidays. Monitoring service requires initial VOB request in order to enroll client in the Monitoring Service.