

TO: ATLANTIC IMAGING GROUP MEMBERS

FROM: WILLIAM J. DEGASPERIS

DATE: FRIDAY, JULY 21, 2000

RE: CLAIMS ACCURACY

Atlantic Imaging Group, in its continuous desire to improve the timing and payment of claims has begun the use of its new claims system I-HCFA.com on all claims with a date of service after 7-1-00.

I-HCFA.com was developed to rapidly process *clean claims* through advanced validation technology. These validations prevent claims containing missing information or inadequate or antiquated information from being transmitted for payment to our carriers.

We are currently experiencing, as an example the following issues from facilities:

- | | |
|---|------------------|
| 1. Invalid Diagnoses Codes | (Box 21) |
| 2. Invalid / Old Procedure Codes | (Box 24d) |
| 3. Invalid Place of Service | (Box 24b) |
| 4. Missing Information | (Box 8) |

Atlantic Imaging Group is working with its clients to electronically *stream* all clean claims directly into the clients system, bypassing snail mail. This process will vastly improve speed of payments and accountability, but can only occur if the claim form sent to Atlantic Imaging Group is accurate. Our goal is to process claims within 2 days of receipt and transmit to the carrier weekly.

It is the position of Atlantic Imaging Group management that we cannot alter in any way the original form sent by a facility. **Therefore, in an effort to improve accuracy, we will be calling facilities to notify them of the billing inaccuracies, which are surfacing with their billing software.** This effort will be undertaken to assist our facilities in correcting their billing systems so as to eliminate billing errors. Atlantic Imaging Group will continue to return inaccurate claims via *snail mail* for facility correction. This slows the entire process and is frustrating for all parties, however we cannot process a claim with incorrect, missing or inaccurate information.

Sincerely,

ATLANTIC IMAGING GROUP