

Global Collaborations
presents the scope to save
**40% on your Medical Billings,
Transcription and Call Center/
Appointment settings need
and that's ... Guaranteed**

Press Enter

Global Collaborations

Kearny, NJ – 07032

through their Chennai, India
set up :

Global Infoserv

Chennai, 600041, India

**Presents Medical Billing and Call Center for Medical
Sector**

Global has made investments in technology, methodology, physical infrastructure and people and has gained expertise by obtaining training in all aspects of medical billing. Global's knowledge in medical billing and developed modern infrastructure helps business associates obtain **COMPETITIVE EDGE** over their competitors back home. **SAVE** substantially on high cost of operation

Clients presently being served:

● Intelli Service

- Doing complete billing work for two facilities.
- From Coding to AR, including EDI, patient account and insurance follow up
- Commenced business in June 2002.

● Address:

1061521, Corporate Center,
Suite: 150, Fort Hill
South Carolina, 29715
Telephone: 803-548-2102
Fax: 803-548-2537

Clients Presently being Served

- i2-Data Solutions, LLC,
 - Insurance Form processing covering HCFA(1500), UB92 and Dental
 - Commenced business in November 2001.

- **Address:**

2805, Dallas Parkway - Suite 141
Plano, Texas 75093

OUR CLIENTS

- **New client** (Name cannot be disclosed as under the NDA signed they are not ready to give any references etc

- Partial billing: Entry of Patient Demography and Charges.
- Trial was given at basic minimum costs for 7 days
- Commercial processing to commenced in February 2003

- **Address:**

New Client refuses to be available for references.

Total Volume

- Intelli Service
Average of 100 claims a day
- i2-Data Solutions, LLC,
Average of 500 forms a day
- New Client
To started with an average of 300
claims a day

- **Duration**

Agreed turn around time is 48 hours

Now being done in less than 24 hours.

- **Number of resources used for this project**

Resource in hand is much larger than the capacity being handled now.

- **Is this completed in time ?**

YES in most of the case before time

Any Other Remarks

- Established billing companies in US should ideally start outsourcing through partial Billing Process. Scale up gradually.
- The best way is to Start with entry of PDs and Charges. Then scale up outsourcing in stages by adding cash posting and then Account Receivables and patient response.
- Coding must be done at US, particularly when it is for Hospital.

- **Number of Currently running projects, with details**

All the above projects are currently running and the details are as in point 4

- **Are they HIPPA complaint**

YES.

Patient details are well protected.

No print outs taken at any stage.

Data transfers protected through encryption and firewalls.

- Do they have their own software to do this

- Total billing work is done on our own software bought from US -Medisoft.

- Form processing is done on our own software - developed in-house

- Partial billing is done on client's software, through direct internet access to their server

- **Are they dependent on clients software**

- When it comes for total work being handled, not depended on client's software. But when partial work to be done at client's server, depending on client software is inevitable.

- **What is their Accuracy level in terms of percentage**

- Achieving over 98% accuracy in data processing in both billing and form processing

- **Net working, What kind of internet connection they have**

- ☞ **LAN:** All systems are connected to central server and a backup server with Intel switch. All terminals will access the central server for database.

- ☞ **INTERNET:** 256 kbps cable connection with stand by 128 kbps and dial up mode. Now being enhanced to 512 kbps cable connection

- **Do they have VOIP**

- Setting it up along with enhancement of internet bandwidth to 512 kbps

- **Percentage of bounced back claims or percentage of work re-done**
 - About 5 per cent of claims bounce back
 - The above is the volume of re-done work.
 - Most of these rejections are due to technical problems and not manual error
- **Can we give a on-line demo ?**
 - YES,
 - we can do that if you give us access through internet to your server and software

● What kind of reports they give

☛ In billing

- Daily activity report, Provider summary report, Patient day sheet, payment day sheet,
- Transmission report, pending report, procedure code report, etc.
- Also there are weekly and monthly reports, including special MIS for facilities.

☛ Form processing & partial billing

- Detailed daily control log

● Infrastructure I

➤ Entire operation is carried out in our own premises. The present set up is established in 8000 square feet area with 100 workstations, including a 48 seater call center. In all, Global owns 20000 square feet fully furnished premises which comprises of the following infrastructure.

- Fully furnished BPO facility for 300 work stations.
- Full power backup through standby power generator
- 70 tones of air-conditioning
- Fully equipped training and conference centers
- 350 Workstations (P III / IV, 64 / 128 / 256 MB RAM)
- High-resolution scanners, high-speed network printers and structured cabling.

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Contd.....

● Infrastructure II

- 256 KBPS Internet connectivity and standby 128 KBPS connectivity
- Servers - PDC Server, Back Up Server, Proxy Server, FTP Server and Database Server.
- Point-to-Point 512 kbps International Private Leased Circuit (IPLC) from Chennai to Iselin in New Jersey.
- Two T1 lines set up at New Jersey
- Configuration 1000 MHz, and 90KVA UPS.
- Classrooms, Conference Hall and Cabins.
- Adequate Telephone and Fax lines.
- Security - Check Point Firewall

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Contd.....

- **More Infrastructure**
Being Regularly upgraded

An additional fully equipped infrastructure for BPO operation covering floor space of 150,000 Sq Ft from associate company will be ready by May 2003.

This most modern facility can house 1500 workstations, including training room facility, conference facility and staff welfare activities such as restaurant, health club, recreation center etc. Both Voice and Data line connectivity to each work station to ensure operationally flexibility.

Thank you

We will be happy to have
a lasting business relation
with you

Please call :201-595-9725
212-655-5432

or e- Mail:

calloffshoreplan@aol.com

We Repeat:

40% savings Guaranteed on your
USA based Billing expenses