

Global Collaborations

Tel: 917-622-5757 Fax: 212-937-3617 calloffshoreplan@aol.com www.collaborateglobally.com

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

Global is a Business Process Outsourcing (BPO) service provider located at Kearny, NJ and Chennai, India. Global is specialized in the area of Form Processing for various applications and comprehensive Medical Billing service. Global has its owned infrastructure covering over 20,000 sq. ft. Present client base is from the United States.

Global is a one-stop solution where one can outsource all support services with complete peace of mind about quality and reliability. Global offers world-class mission critical Business Process Outsourcing services in the field of **Healthcare, Insurance and Information Services.**

Global is managed by qualified and experienced professionals with their technical expertise and industry knowledge. It has created a special culture to support our client service requirements for actively managing business processes. Global functions as an extension of the organization of the business associate.

Global BPO services are centered in helping clients outsource a significant amount of their labor-intensive and process intensive Back Office operations.

Our Current Service Portfolio

Global present service portfolio is as follows:

- Medical Billing
- Forms Processing
- Call Center

MEDICAL BILLING

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 and help **SAVE** substantially on high cost of operation.

GIS believes in working with successful billing companies, using their existing systems and software to give them prompt turnaround time on their processing functions with assurance of a high quality service.

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Global's qualified staff are fully trained in regulations pertinent to Medicare, Medicaid, Blue products, Managed Care, Third Party Liability, Workers Compensation, Preferred Provider Organizations, indemnity insurers and have a complete understanding of CPT, HCPCS, ICD-9 coding as well as having the ability to identify data as relates to submitting a clean insurance claim for reimbursement by insurers.

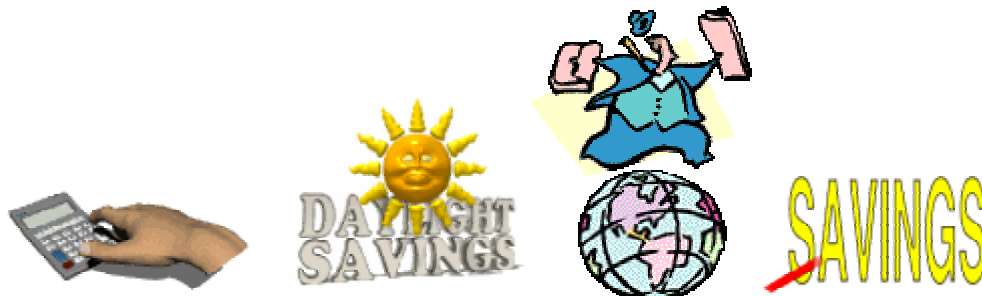
GIS services under medical billing:

- Data Entry of all patient demographics including insurance information
- Daily in-put of all Charge Entry of data
- Posting payments and insurance adjustments according to contractual agreements.
- Analysis of data to create reports for MIS and speedy collection.
- Management of account receivables and follow up with insurance carriers.
- Direct call facility to chase speedy collection from carriers.
- Patient billing.
- Secondary claim submission.
- Handling of Client refunds to patients.
- MIS reports on daily, weekly, fortnightly, and monthly basis for physicians.

Advantages and that's Guaranteed

Global's offshore processing center is strategically located at Chennai in India. The low cost structure allows Global to offer US billing agencies a reduction in operating expenses by outsourcing their data entry to qualified team members who have expertise in the medical billing field. The advantages are:

- Advanced Technology
- Software customization and application development to Suit client specification
- High caliber Human Resource
- Clear understanding of billing needs
- Methods to resolve issues quickly and fairly
- Cost effective and value added services
- Effective and consistent communication

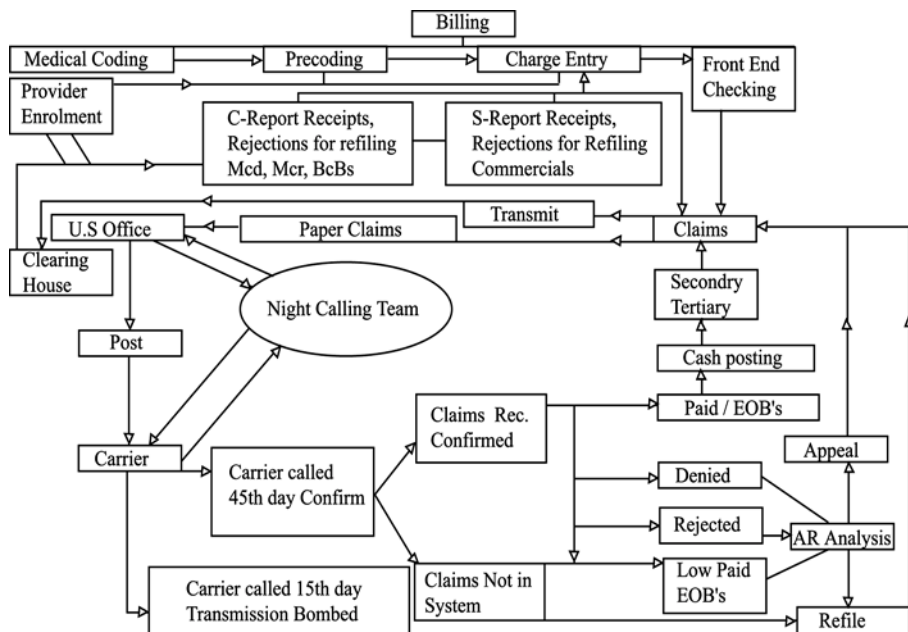


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Medical Billing: Process Flow Chart

Following is the billing process workflow at Global InfoServ.



Forms Processing

Global being a one-stop solution company to all information processing needs, it is also involved in data entry and document management services. The company has developed systems and technology to provide professional outsourcing service specializing in imaging and forms processing.

Global facilitates preparation, capture, retrieval and utilization of information for an organization. Data processing is accomplished by extracting information from a current or custom designed form, fax, catalog, book, HCFA 1500 electronic media or an on-line entry system, while simultaneously offering an Internet based data entry service. This service bureau for Time-Critical and Information Sensitive data alleviates the need for onsite data entry personnel, OCR software and hardware while ensuring the utmost integrity, accuracy and security.

HCFA 1500, UB92 and ADA Forms Processing

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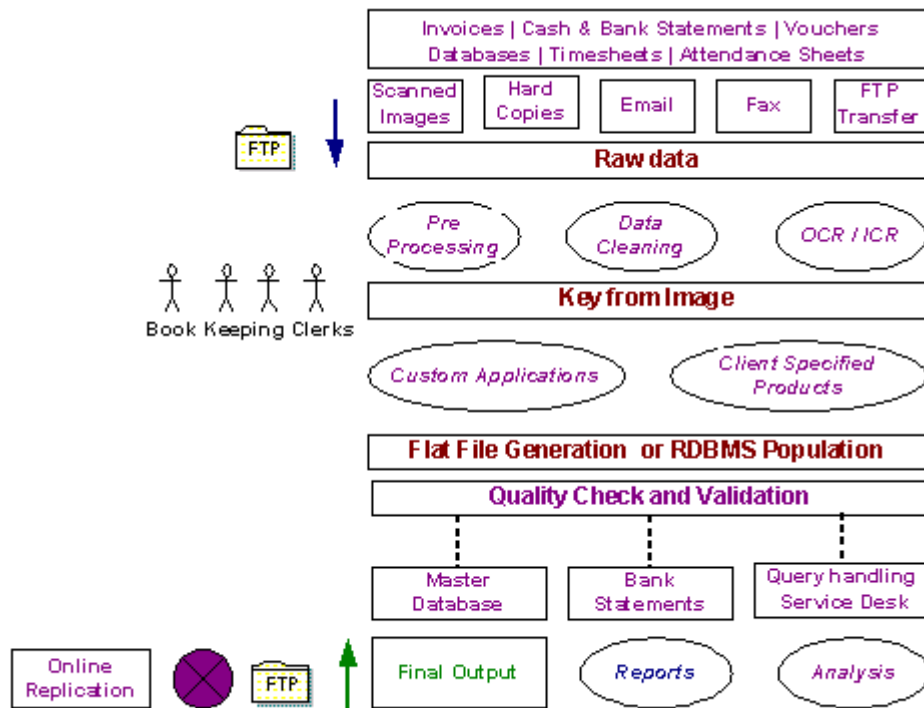
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Global has developed the capability to process HCFA 1500, UB92 & ADA forms of medical insurance carriers. Global is processing such claim forms for insurance companies and PPOs in the US for the past two years.

Clients scan the documents and upload at an FTP site. Global will download and process the forms through manual double key & verify process. The use of our key-from image technology will allow us to route non-readable (OCR) forms to this system where we will double key from images to any unrecognized data. The output data is formatted as electronic claims, which are transmitted to our clients in an ASCII comma delimited, flat ASCII, 837 X12 or NSF format (or any other format in which they might require) for processing. Global can also handle documents that are given in paper form. It processes only such documents, which contain a claim form.

At Global one can avail customized programming to any record layout to ensure the uploading of the ASCII comma delimited format to your system. Global can also assist in the development and implementation of programming, reports and other data specific requirements a client may require.

Data Processing: Process Flow Chart



All fields in Medical, Para Medical and Assisted Living covered by us just inform us whom we should talk to :



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Quality Assurance and Accuracy

Global sees quality and data accuracy as being of great importance. It guarantees clients the highest level of accuracy to 99.97%. It is done by maintaining stringent checks on client data at all times during the keying process. These checks form part of a company-wide standard operating procedure, which is always followed. As a result, Global is able to achieve and maintain a higher accuracy rate on single key entry work than many accomplish with double key entry.

In the area of quality control, Global has specific edits and validation tables that are customized by experienced programmers for each job. There are three basic types of validation routines such as Table look-ups, data/range checks, and relationship validation.

Call Center



1. **A 48-seater call center at Chennai, India.**

2. **It is equipped with:**

- Point-to-Point International Private Leased Circuit (IPLC) from Chennai to co-location in New Jersey.
- 2MB local lead and 512 KBPS International Leased Line facility.
- 48 channel connectivity, through two T1 lines, from New Jersey.
- Server based technology, using Parsec CRM with dialogic card.
- Advantec server, New bridge Multiplexed, Teleconnector calling equipments.
- 50 Workstations (P III / IV, 64 / 128 / 256 MB RAM).
- High-resolution scanners, high-speed network printers and structured cabling.
- Servers - PDC Server, Back Up Server, Campaign server and Database Server.
- Configuration 550 MHz, and 25KVA UPS.

GIS Infrastructure

1. Global believes in owning all physical infrastructures required for a BPO operation. Therefore, all its operations are carried from it's own premises and own infrastructure and equipments. Present Infrastructure set in 20,000 square feet of owned premises includes the following.

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- **Fully furnished BPO facility for 300 workstations.**
- 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.
- 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 kpbs 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

- 2. 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 workstation to ensure operational flexibility.**

Why Outsource Business Process?

Reduce & Control operating costs.

The single most important tactical reason for outsourcing is to reduce and control operating costs. Additionally, companies that try to do everything themselves may incur vastly higher research, development, marketing and deployment expenses. Access to the outside provider's lower cost structure, which may be the result of a greater economy of scale or some other advantage based on specialization, is clearly and simply one of the most compelling tactical reasons for outsourcing.

Improve company focus.

Outsourcing lets the company focus on broader business issues while having operational details assumed by an outside expert. For many companies, the single most compelling reason for outsourcing is that several of the 'how' type of issues are siphoning off huge amounts of management's time and attention. Too often, the resolution of these issues are stuck in middle management 'decision gridlock.' This creates financial and opportunity costs that affect the organization's future.

Access to world-class capabilities.

GIS capabilities are the result of extensive investments in technology, infrastructure, methodologies, and people. GIS's capabilities include specialized industry expertise gained through working with many clients facing similar challenges.

Redirect resources toward activities of greater return.

Most often, the resources redirected through outsourcing are people resources. By outsourcing non-core functions, the organization can redirect these people, or at least the staff slots they

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represent, onto greater value-adding activities. People whose energies are currently focused internally can now be focused externally -- on the customer.

Non-core business functions are on an "as used" operational basis.

Outsourcing is a way to reduce the need to invest capital funds in non-core business functions. Instead of acquiring the resources through capital expenditures, they are contracted for on an "as

used," operational expense basis. It can improve certain financial measurements of the firm by eliminating the need to show return on equity from capital investments in non-core areas.

Share Risks.

When companies outsource they become more flexible, more dynamic, and better able to change themselves to meet the changing opportunities. There are tremendous risks associated with the investments an organization makes. Markets, competition, government regulations, financial conditions, and technologies all change extremely quickly. Outsourcing is a vehicle for sharing these risks across many companies. Outsourcing providers make investments not on behalf of just one company, but for their many clients. By sharing these investments, the risks born by any single company are significantly reduced.

Improve production & eliminate backlogs.

Increased productivity - more forms / documents /claims get processed in less time outside the company facility thereby allowing corporate energy to focus on core functions.

Scaleable.

A cost effective solution that may begin moderately can grow exponentially without any increase in capital expense or human resources.

Accuracy

GIS specializes in systems, such as OCR & ICR, which contain strict quality controls, utmost data accuracy is preserved. We employ computerized validation routines, and trained staff supervises data processing at all levels to ensure quality and accuracy. Double key-in process employed in for form processing to ensure the highest accuracy level.

Efficiency

GIS boasts a quick turnaround time from as few as five minutes to within 36 hours, for recurrent clients, without sacrificing data integrity or accuracy.

Convenience

Our professional staff is on hand to consult with you and answer your data questions at any time. And data may be transmitted to GIS's offices by fax, modem, Internet, FTP or through our dedicated T1 lines.

Cost Effectiveness

Using GIS means increased productivity for your business. More forms/ documents get processed in less time. Fast turnaround in data processing means that more customers can be served sooner. This inevitably leads to better customer service.

Additional benefits

- Convenient and simple to implement.
- Powerful, Flexible & Secure.

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- Reduce or eliminate storage needs.
- Better moral - workers are used in higher skill capacities, which increase self-esteem.
- Elimination, reduction or repositioning of data entry personnel.
- Increased productivity- more forms / documents get processed in less time.
- Improved records control - ICR systems contain quality controls to improve accuracy and accessibility of data captured and stored.

Major benefits can be calculated in terms of organizational responsiveness and not just cost savings. In other words, redefinition of jobs, plus better use of people and corporate resources are very likely to play a greater role in the decision to outsource the data, forms and document processing. The benefit of outsourcing is field tested and proven. Few service bureaus can compete with the quality and turnaround time of GIS.

Any Questions or discussions required please call us :

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