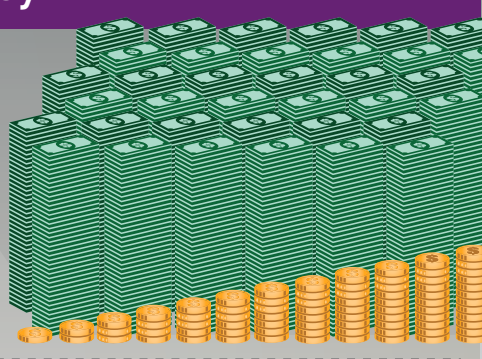
TAKING THE PULSE ON PATIENT REVENUE LOSS

Gone are the good old days when patients paid per doctor visit. Declining reimbursements, rising costs, the Affordable Care Act requirements and ICD-10 conversion are giving U.S. medical practices a real run for their money. Faced with the challenges of navigating the complex rules of payer systems, medical administrators have their hands full. Make no bones about it, things will likely get worse before they get better.

Payers Give Practices a Run for Their Money

$125 BILLION

Go Unpaid Every Year to American Medical Practices[1]



As Revenue Erodes, Medical Administrators' Outlook Dims

What Keeps Them Up at Night

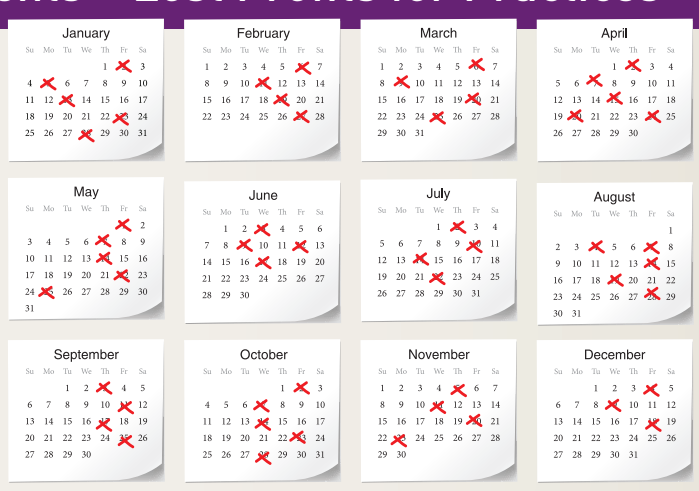
No wonder medical administrators are feeling the blues. It's getting harder and harder for them to be paid accurately and in full. When it comes to the stress of running a practice, here's what administrators worry about most:

- **49%** Fear the Affordable Care Act
- **43%** Dread the Transition to ICD-10
- **50%** Fret Rising Costs
- **60%** Worry About a Decline in Reimbursements
- **35%** Lament EHR Adoption
- **25%** Question Their Staff's Efficiency
- **18%** Fuss Over Patient Privacy and Information Security Requirements
- **1%** Worry About Something Else[2]

More Paperwork + Fewer Patients = Lost Profits for Practices

70% of doctors now spend 1+ day per week on administration, rather than seeing patients.

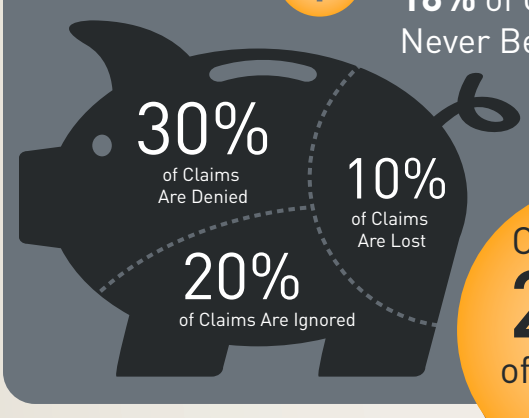
That adds up to **52 days** a year of **NOT** seeing patients, which directly affects each practice's bottom line.



Underpayments, Denials and Lost Claims. Ouch!

Where Does All the Money Go?

Of these, **60%** of Claims Will Never Be Resubmitted & **18%** of Claims Will Never Be Collected.[1]



On average, **25%** of Claims Go **Unpaid.**[1]

Why Practices Are Down, But Not Out

Medical administrators know that recovering lost revenue is not going to be easy. That's why they're looking to enhance their billing and collections processes—and update their technology—just to stay profitable.

- **45%** Plan to Improve Their Billing/Collections Processes
- **30%** Plan to Streamline Their Staffing
- **30%** Are Looking to Update Their Technology[2]

The Remedy?

TriZetto Provider Solutions

At TriZetto Provider Solutions, we feel your pain. ***On nearly one out of every 15 claims, commercial insurers pay the wrong amount.***[3] These seemingly small payment errors add up fast. That's why we've designed a suite of revenue cycle management solutions to help medical practices recover revenue and appeal denials more successfully.

Our revenue management solutions monitor every transaction, identify errors and underpayments, and automate the appeal process—saving you and your staff time and money. The goal is to revolutionize revenue management.

To see how we can help you turn small payment errors into big returns, visit **www.tzprovider.com/NHXS/** or call us at **(800) 753-3638** today.

TRIZETTO Provider Solutions™

[1]Moling, Juan. "3 Ways Software Can Improve Medical Billing." Capterra Medical Software Blog. (May 2011) [accessed November 4, 2014].
[2]"Tracking the Operational and Financial Health of US Physician Practices." The Second Annual Practice Profitability Index. CareCloud with QuantiaMD. 2014 Edition.
[3]2013 AMA National Health Insurer Report Card