

Best practices
throughout
the continuum
of care

QuadraMed Overview

A leading provider
of award-winning
healthcare software
and services that
improve the safety,
quality, and efficiency
of patient care.



ACCESS/IDENTITY MANAGEMENT
CARE MANAGEMENT
HEALTH INFORMATION
MANAGEMENT
REVENUE MANAGEMENT



FACTS

Founded: 1993

Employees: 600

Offices:

- Reston, VA
(Corporate Headquarters)
- Ontario, CA
- Jacksonville, FL
- Neptune, NJ
- New York, NY

Website: www.QuadraMed.com

About QuadraMed®

QuadraMed is a leading provider of award-winning healthcare technologies and services that improve the safety, quality, and efficiency of patient care while enabling financial health. Founded in 1993, we provide proven, flexible solutions that help make our clients successful by streamlining processes, increasing productivity, and driving positive clinical outcomes. Behind our products and services is a staff of 600 professionals who support clients at over 2,000 healthcare provider facilities.



Our solutions and services manage processes in:

■ ACCESS/IDENTITY MANAGEMENT

Enterprise scheduling and (**#1 in KLAS**)
Master Person Index and cleanup services

■ CARE MANAGEMENT

Electronic health record and nurse resource
management solutions

■ HEALTH INFORMATION MANAGEMENT

Integrated coding, compliance, record
management, ICD-10 preparation, and clinical
documentation improvement solutions

■ REVENUE CYCLE MANAGEMENT

Billing process management, core measures
management, and denial-prevention solutions

SOLUTIONS AND SERVICES

From identity management at patient registration to an ARRA-certified electronic health record (QuadraMed Computerized-Patient Record, or QCPR) that follows the patient throughout the continuum of care, we offer solutions to meet the most complex technology challenges. Even after the patient returns home, our solutions continue working behind the scenes.

In addition to the solutions listed on the left, our comprehensive suite of healthcare IT solutions and services also includes our computerized physician order entry application and the first fully integrated health information management product suite, which is the first coding solution that enables dual coding of both ICD-9 and ICD-10 code sets. Our Quantim® suite includes: coding and compliance, computer-assisted coding, abstracting, electronic document management, clinical documentation improvement, and record management solutions.

QuadraMed is now uniquely positioned as a leader in several key healthcare information technology market segments, including ICD-10 preparation education, software and services; our (**#1 in KLAS**) Master Person Index solution; coding and compliance; nurse resource management; as well as revenue cycle management.



ACCESS/IDENTITY MANAGEMENT

Revolutionize the patient and physician experience

Our robust and comprehensive access and identity management solutions offer patients improved access to healthcare services and ensure accurate patient identification. From enterprise scheduling to a customizable patient web portal to tools that reduce duplicate patient records, QuadraMed's integrated solutions can help you achieve your goals.

Our access management tools serve as the starting point for all of our healthcare IT solutions and services. From there, a full complement of industry-leading scheduling solutions ensures the availability of conflict-free resources at every point in the healthcare cycle, while our identity management solutions suite helps identify, correct, and prevent duplicate records.

SOLUTIONS AND SERVICES:

- QuadraMed Enterprise Scheduling
- QuadraMed Enterprise Scheduling Add-on Modules (Callback Reminder, Consumer Web Portal, Medical Necessity, PatientID, Physician Web Scheduler, Preregistration)
- Smart Identity Exchange (our #1 in KLAS, enterprise Master Patient Index tool)
- MPIspy™
- PreciseID
- MPI Cleanup Services
- SmartID and SmartSwipe
- SmartScan
- SmartMerge

PRAISE FOR ACCESS/IDENTITY MANAGEMENT:

Thanks to QuadraMed's MPI services and solutions, the number of problem records we create has gone down to only 10 to 25 each month, including duplicate and ghost records. - Sibley Memorial Hospital

PRAISE FOR CARE MANAGEMENT:

QCPR enables our physicians to get results quickly, to access the reports easily and view the images wherever they travel. This is a significant benefit. Another is that it avoids duplication of tests that have already been requested. After using QCPR, doctors and other clinical staff would not go back.

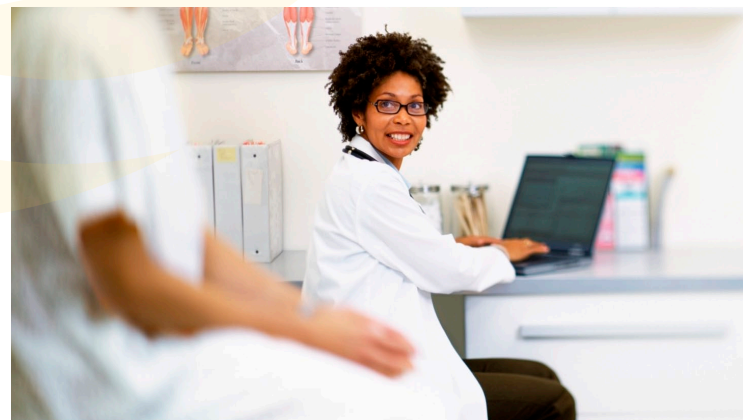
- ASSS de l'Estrie

CARE MANAGEMENT

Our Care Management Solutions offer a fully integrated, comprehensive portfolio of quality products and services designed to improve revenue and enhance efficiency. From our ONC-ATCB certified electronic health record (QCPR 5.2.0) to tools to manage your nursing resources and measure patient acuity, our solutions improve the entire patient experience and enable you to turn quality care into financial health and clinical process improvement.

SOLUTIONS AND SERVICES:

- QuadraMed Computerized-Patient Record (QCPR) — (Electronic Health Record Solution)
- AcuityPlus (Nurse Resource Management Solution)



Now that we have Quantim, our monthly coder productivity consistently averages from just over 100 percent to 120 percent of our standards by patient type. - Children's Hospital of Wisconsin

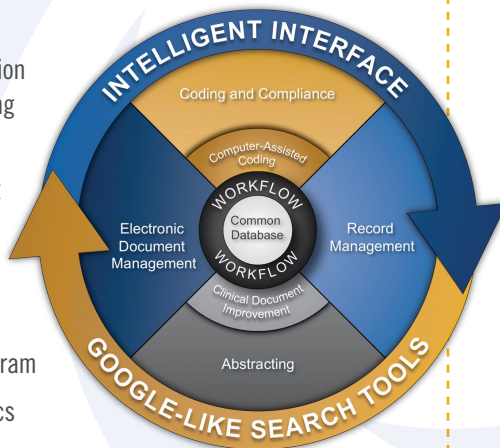
HEALTH INFORMATION MANAGEMENT [HIM]

Quantim® – Advancing HIM Through Innovation™

Offering the broadest array of HIM products and services in the industry, our innovative Quantim suite of HIM coding, compliance, and record management solutions provide a powerful link between access, care, and patient revenue, which enables your health system to better manage critical information across the continuum of care.

SOLUTIONS AND SERVICES:

- Quantim
 - Coding
 - Compliance
 - Computer-Assisted Coding
 - Abstracting
 - Clinical Documentation Improvement Tracking
 - Record Management
 - Electronic Document Management
 - Workflow
 - File Manager
- ICD-10 Countdown Program
 - ICD-10 Data Analytics
 - ICD-10 Readiness Assessment
 - ICD-10 Impact Assessment
 - ICD-10 Coding Simulator
 - ICD-10 e-Learning Courses
- Service Utilization and Optimization Review



REVENUE CYCLE MANAGEMENT

Increase your bottom line with QuadraMed Revenue Cycle Management solutions. Our Affinity Revenue Cycle Management solutions enable timely, accurate, and complete billing and receivables management for health systems of any size. At the core of our Revenue Cycle Management solutions are superior identity management tools and sophisticated scheduling capabilities fully integrated with registration and embedded HIPAA EDI transaction sets.

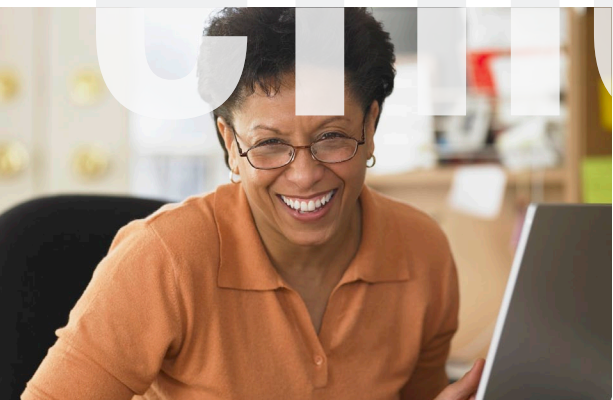
These workflow-oriented solutions provide denial-prevention capabilities and offer you the opportunity to send EDI transactions to a clearinghouse or directly to payers. They also provide smarter technology, such as exception-driven workflow and rules-based logic, ensuring that you have the right tools to work the right account at the right time. With these powerful advantages, our Revenue Cycle Management solutions effectively and efficiently manage the business of transforming patient care into financial health.

SOLUTIONS AND SERVICES:

- Precise ID
- Patient Registration
- Access Quality Manager
- Patient Accounting
- Electronic Data Interchange (EDI)
- Extended Receivables Management
- Revenue Cycle Manager
- Performance Measurement
- Clinical Outcome Practice Evaluator

REVENUE CYCLE MANAGEMENT RESULTS:

Using patient billing and other QuadraMed revenue management solutions, Hannibal Regional Hospital decreased charts holding for coding from \$1,430,351 to \$27,989 and reduced days in A/R from 4.45 to 0.07.





GOVERNMENT

Improve Veterans Affairs (VA) medical center revenue management and departmental communication with our Government Program solutions. From revenue cycle process improvement, provider documentation analysis, and education to remote billing and coding backlog support, we offer unmatched expertise within VA business and clinical settings.

SOLUTIONS AND SERVICES:

- Encoder Product Suite
- Physician Query Tracking
- VA Chart Complete
- VERA Optimization Service

QuadraMed's flexible solutions can be customized to meet your organization's specific needs.

ACCESS/IDENTITY MANAGEMENT
CARE MANAGEMENT
HEALTH INFORMATION MANAGEMENT
REVENUE MANAGEMENT



OUTSTANDING SUPPORT — YOUR FOUNDATION FOR SUCCESS

Once you become a QuadraMed client, we're a partner in your success. From customization to technical support, our knowledgeable and dedicated staff is available 24/7 to make sure your system is configured to your needs and to answer any questions you may have.



Understanding the complex world of healthcare IT systems can be daunting and confusing. Contact us today at 800-393-0278 to speak to an account representative or visit www.QuadraMed.com to learn more.



 **QuadraMed**[®]
Quality Care. Financial Health.

Care

©2011 QuadraMed Corporation. All rights reserved.