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WebMD HIPAA Fact Sheet - Claims Delivery to Government Payers

While the entire industry has struggled with the changes dictated by the implementation of HIPAA standards, WebMD has made significant investments and taken a leadership position in addressing provider concerns and improving overall customer service.

Since our initial meeting with representatives from the AMA and several state and specialty medical associations, WebMD has demonstrated significant progress in completing our transition on behalf of our customers:

- **97.5%** of the electronic claims submitted by WebMD to Government payers are sent in HIPAA standard format, including **100%** for Medicare payers.
- Currently, WebMD has the ability to monitor and track **98.4%** of the claims files created for delivery. This is expected to be **100%** by the end of July once all claims are delivered in a HIPAA standard format.
 - These files are tracked and monitored from creation through acknowledged receipt by the payer.
- Of the claims we currently monitor:
 - **98.4%** are delivered and acknowledged on the initial attempt.
 - **99.98%** are delivered and acknowledged within 5 days
 - **All claims files** are managed through resolution

WebMD has also enhanced our customer service staffing and strengthened “root cause” management procedures. In response, customer call volumes have dropped 21% since the beginning of the year. And when a customer does call, WebMD aggressively responds to each inquiry:

- **90%** of all calls are handled and resolved same day,
- **95%** of all calls are handled and resolved within 5 days.
- **All remaining calls** are managed through resolution.