

Medical Association and Society Escalation Support Protocol

In the event any national medical association or state medical society receives a request for information or assistance on a WebMD/Envoy related issue requiring resolution outside of the current support protocol, we have established the following email address as a path of escalation with high priority.

- **WebMDESCIssues@WebMD.net**
 - *dedicated owner of the email process is being established within WebMD/Envoy*
- A dispatch agent will send an acknowledgement of the case to the client within 24 hours of receipt and assign a research analyst
- The analyst will update the client within 24 hours of case assignment or as otherwise agreed to between WebMD/Envoy and the client
- Resolution of issues may require in depth research and/or contact with the payer, software vendor, or other consideration of related matters
- The analyst will continue updates to the client until the case is fully resolved
- The resolution will be communicated and confirmed both with the client and the American Medical Association or state medical society, as the case may be . In this latter regard, the communication will be made to the American Medical Association or state medical society by Robert D. Marotta, Esq., Senior vice President and Regulatory Counsel, WebMD Corporation
- This protocol will be available and functional on March 1, 2004, noon Central Time. The requirements for any such submission are as follows:

➤ **Informational Requirements for Medical Association and Society Escalation Support Protocol:**

- Practice/Provider Name:
- Tax ID:
- Client ID (if known):
- Contact Person(s):
- Contact Phone Number:
- Contact Email:
- Contact Fax #:
- Best Time and Method of Contact:
- WebMD Case # (if applicable):
- Practice Management System used:
- Description of Issue:
- Line of Business: Professional Institutional
- Issue Relates To: Reports Claims ERA Other

➤ Separate tracking and reporting will be maintained for each case