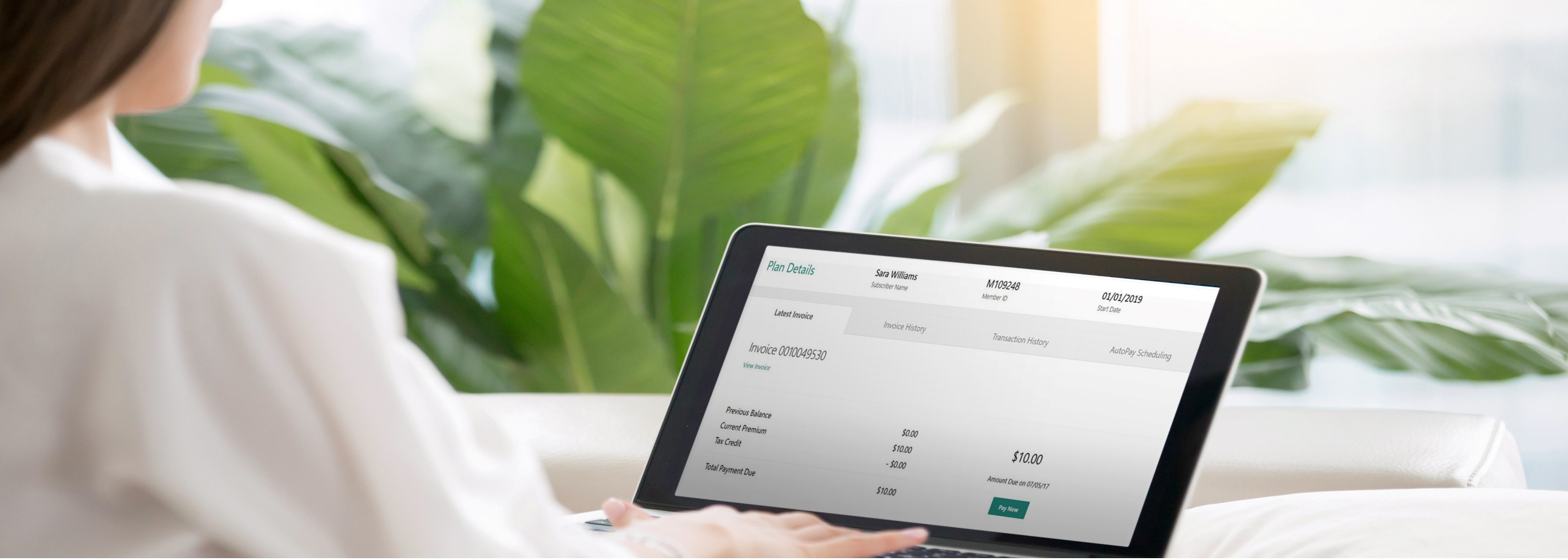


UPDATED: 10/8/19

We Simplify Healthcare Payments

Introducing the first integrated solution to connect payers, providers and members

Client Company

Client Names

Presentation Date

Client Logo

payspan®



We Simplify Healthcare Payments

Introducing the first integrated solution to connect payers, providers, and members

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payspan®

Attendees

- Name One
  Position
- Name Two
  Position
- Name Three
  Position
- Name Four
  Position
- Name Five
  Position



Agenda

- XXXX
- XXXX
- XXXX
- XXXX
- XXXX



About Payspan

The Leading Provider of Simplified Payment Reimbursement Solutions

payspan®

About Payspan



LEADERSHIP

Leading provider of electronic healthcare reimbursement and payment automation solutions for payers.



NETWORK

More than 600 health plans, 1.3 million provider payees and more than 100 million consumers.



PAYMENTS

Largest multi-payer electronic network for payments between payers, providers and members.

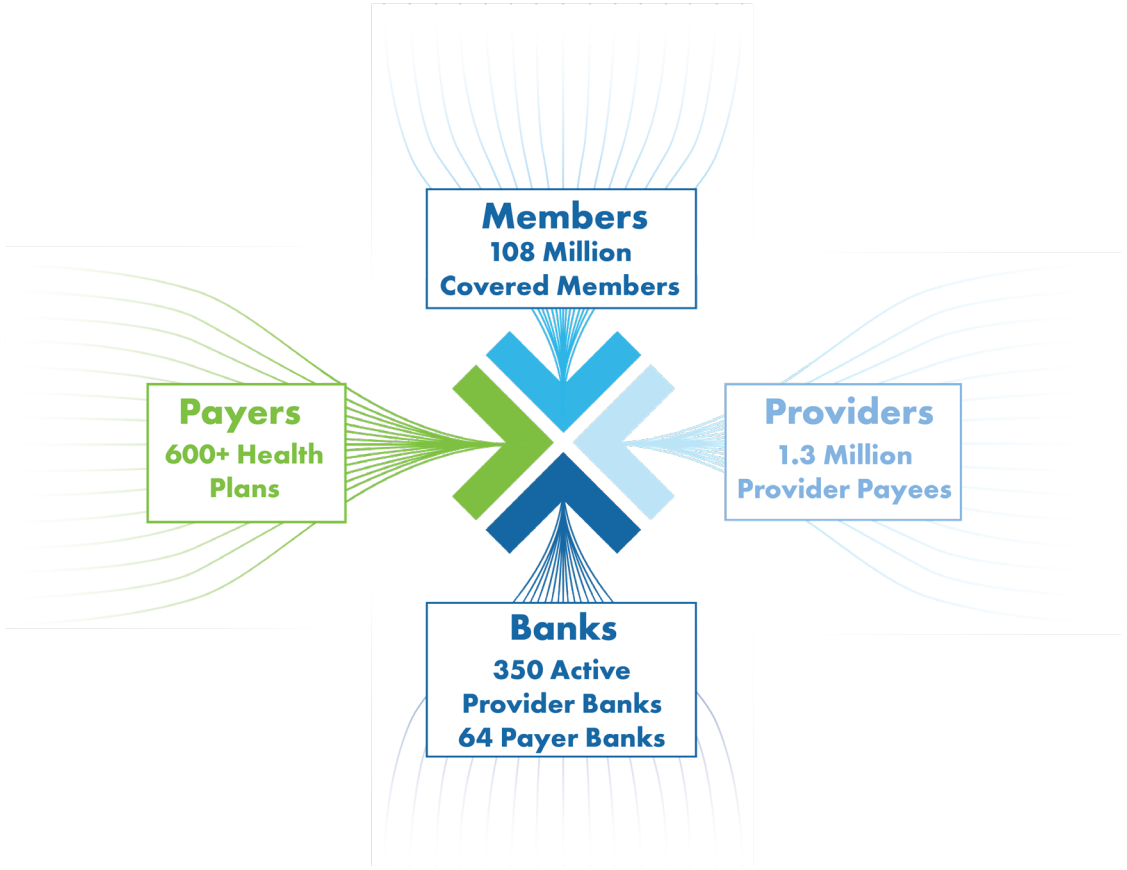


RESULTS

Our solutions reduce paper costs, improve member satisfaction and facilitate care gap closures.

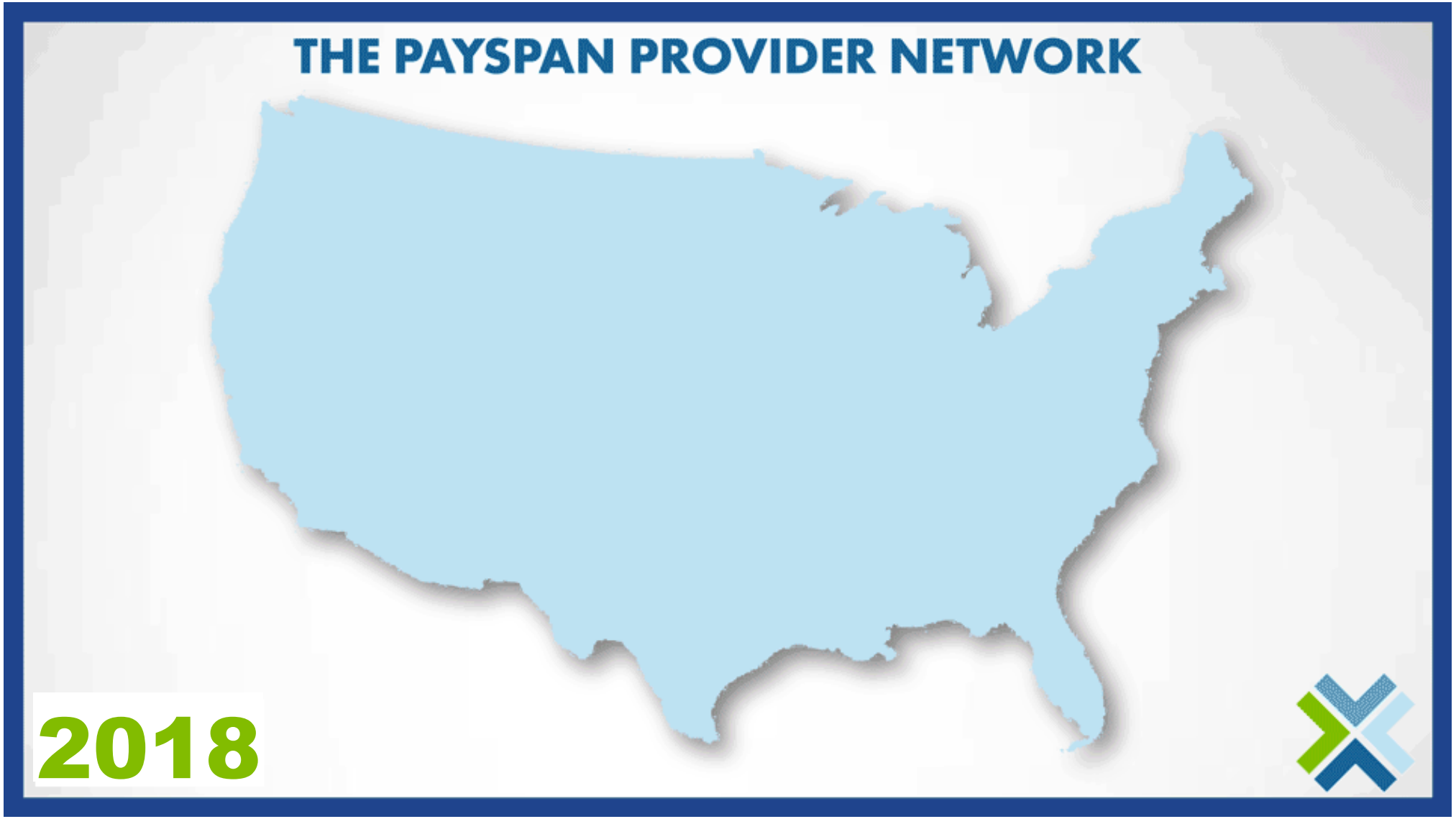
We're simplifying the healthcare payment and quality process

Healthcare's Largest ACH Payment Network



- Exclusively healthcare since 2004
- Electronic adoption 95-99%
- Over 500K providers paid via ACH
- $90 billion a year in claims processed
- 411 million claims processed annually

We simplify healthcare payments



1.3 Million Provider Payees

CORE PAYMENTS
Connecting all stakeholders

Payers

- Claims, remittances and quality incentives to providers
- Incentives and reimbursements to members
- Collect binder and premiums from members





Providers

- Reimbursements from payers
- Understanding of payments they receive
- Quality incentives



Members

- Premium payments
- Patient responsibility payments to providers
- eEOB member portal API



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Health plans powered by Payspan





























Overview of Ownership and Future Plans with Payspan



Owned by Primus Capital which was Founded in 1984 and with offices in Cleveland and Atlanta, Primus is a growth-oriented private equity firm focused on investing in leading healthcare, software, and technology-enabled services companies. We are currently managing Primus Capital Fund VIII, building on a long history of successful investing. Primus has invested in over 130 companies, partnering with exceptional management teams to accelerate growth and create shareholder value by applying our industry knowledge, financial resources, and investment experience.

Current Market Trends and Challenges

How to get providers and members engaged

payspan®

CHALLENGE: Cost of Paper Claim Payments and Remittances

Manual vs. Electronic Cost per Transaction



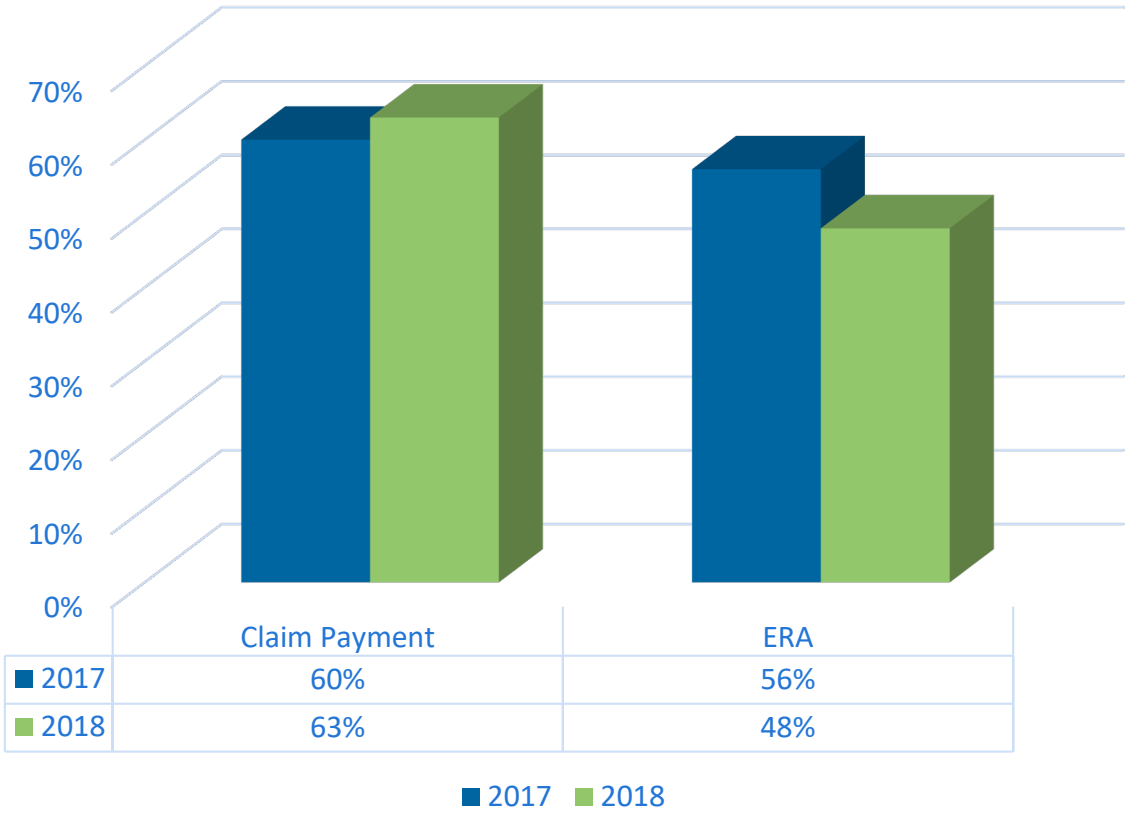
	Claim Payment	Remittance	Payment + Remittance
Manual Cost	$0.50	$0.54	$1.04
Electronic Cost	$0.09	$0.06	$0.15
Cost Savings	$0.41	$0.48	$0.89

$0.89 x 300,000 epayments & ERAs = $267,000 Cost Savings

CAQH Index Report 2018

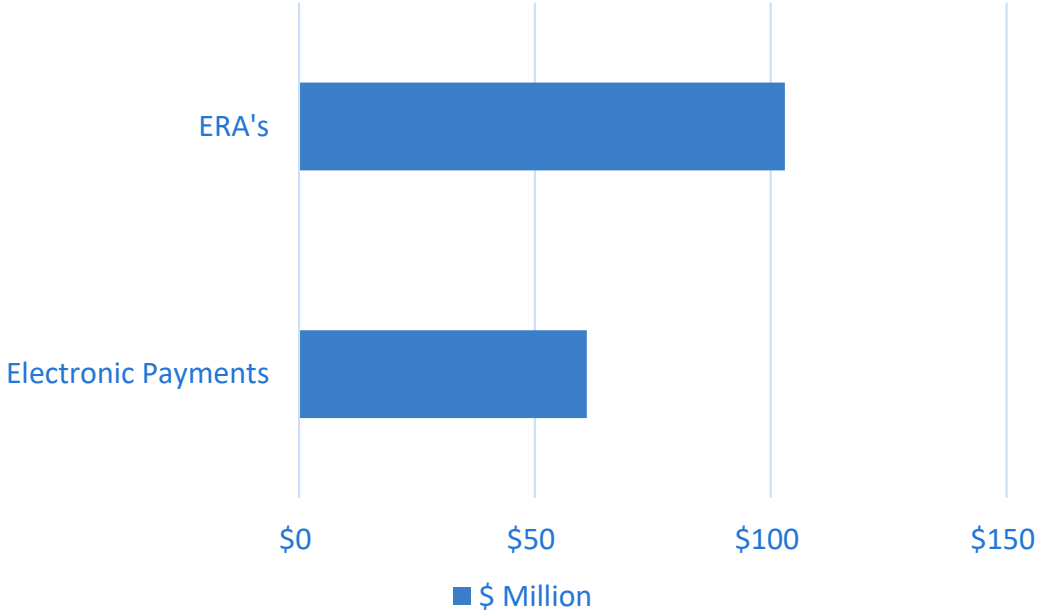
CHALLENGE: Stagnant ACH Adoption Rates

Medical Adoption of Electronic Payments & ERAs



	Claim Payment	ERA
2017	60%	56%
2018	63%	48%

Payer Savings Opportunities



Electronic Payments	**$61M**
ERAs	$103M

CAQH Index Report 2018

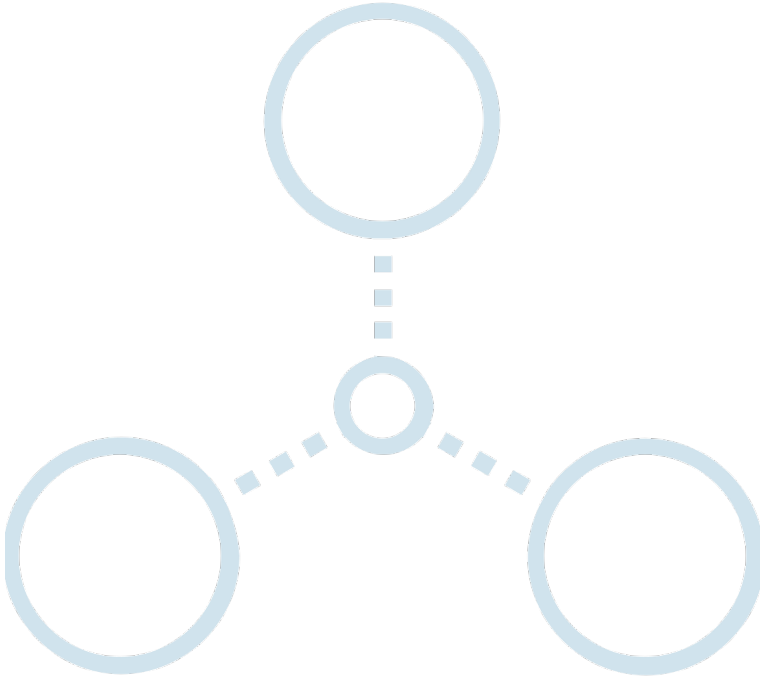
payspan

CHALLENGE: Provider Barriers to Adoption



Provider Obstacles

- **SKEPTICISM** about 3rd-party vendors
- **FEAR** of sharing banking information
- **SECURITY** concerns
- **LACK OF UNDERSTANDING** about the true value of epayments





What Payers Need

- **A PLAN** for transitioning providers to paperless payments
- **A PROCESS** for enrolling providers in EFT/ERA transactions
- **PROMOTION** of the value of epayments
- **OPTIONS** for ACH, virtual card and print

CHALLENGE: Provider Adoption of Value-based Care



Provider Obstacles

- COMPLEX VALUE CONTRACTS too difficult to apply
- LACK OF UNDERSTANDING about available incentives or quality measures per patient
- LACK OF RESOURCES to keep up with care gaps or manage quality measures for multiple payers





What Payers Need

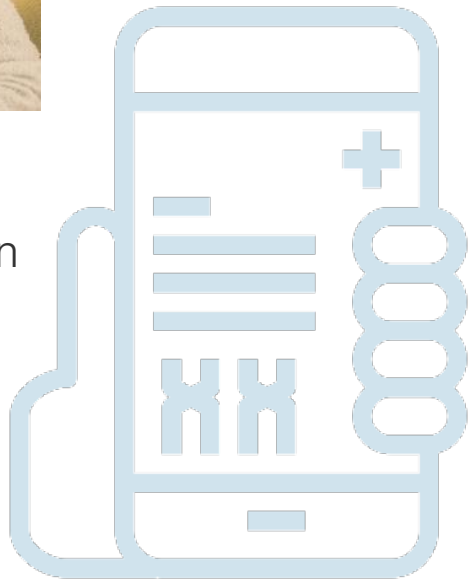
- COMMUNICATE with simple, actionable messages
- INFORM providers about care gaps ahead of doctor visits
- PROVIDE GUIDANCE on quality measures
- REPORT on incentives

CHALLENGE: Digitally Savvy Consumers



What Members Want

- DIGITAL FEATURES in all of their health plan services, including payments
- DIGITAL INTERACTIONS with health plans
- POSITIVE PAYMENT EXPERIENCES via flexible, convenient payment options
- FINANCIAL TRANSPARENCY about transaction history





What Payers Need

- FLEXIBLE, user-friendly payment function
- ONLINE PAYMENT OPTIONS via ACH, credit and debit, single payments and autopay
- MOBILE-OPTIMIZED solution
- ONLINE ACCESS to payment and transaction history with financial information in one place

The Payspan Integrated Solution

How we simplify healthcare payments

payspan®

Payspan Powers Your Operations:

CORE PAYMENTS	Electronic payment and reimbursement to speed up your claims payments and increase operational efficiency.
QUALITY EXCHANGE	Secure reporting of clinical quality measures to incentivize quality measures and close care gaps.
PREMIUM PAYMENTS	User-friendly premium and medical bill payment services to increase member satisfaction.



Simplifying healthcare payments

We Simplify Healthcare Payments

Highest Adoption Rates – up to 99%

- Facilitate faster claims processing and payment cycles for health plans and providers
- ***Simplify*** provider ACH adoption with provider enrollment best practices

Actionable Quality Incentives

- Enable the exchange of clinical and financial information over our epayment network
- *Simplify* quality incentive payments by dissolving barriers to provider participation

Easy Payment Options

- Deliver positive, satisfying payment experiences for members and patients
- *Simplify* the payment process to make it easy for them to pay



How We Simplify Healthcare Payments

- **We Do More Than Transport Payments**
  - Innovation is what makes us different from our competitors.
- **We Care About the Experience**
  - It's not just about payments; it's also about the patient/member experience.
- **We Get Providers on Board**
  - Our solutions bring health plans and providers together.



Payspan Payment Platform-

CORE PAYMENTS

Electronic payment and reimbursement to speed up your claims payments and increase operational efficiency.

QUALITY EXCHANGE

Secure reporting of clinical quality measures to incentivize quality measures and close care gaps.

CORE PAYMENTS PREMIUM PAYMENTS

User-friendly premium and medical bill payment services to increase member satisfaction.



Simplifying healthcare payments

Core Payment Platform

How we simplify healthcare payments

payspan®

We Simplify Healthcare Payments

Highest ACH Adoption Rates

Up to 99% ELECTRONIC PAYMENT ADOPTION with best practices

Largest Payer-Provider Network

600+ HEALTH PLANS connected to 1.3 MILLION PROVIDER PAYEES

Single-Click Enrollment

EASY REGISTRATION for single receiving accounts

Multi-Payer Portal

Capacity to enroll with MULTIPLE PAYERS simultaneously

Proprietary & Confidential

payspan®

CORE PAYMENTS

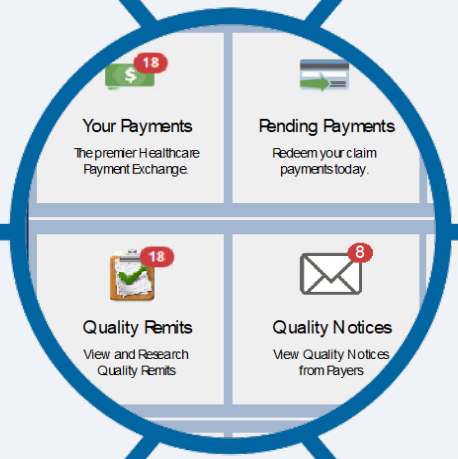
Offering a single platform for all payments



ACH/EFT payments, 835s and eEOPs

Provider self-service portal and/or API

PMS/EMR Integration



Virtual Card

Print and Mail

Compliance Tools

payspan®

CORE PAYMENTS

Delivering proven benefits

Provider

- Increased satisfaction to members and providers.
- No lost, missing or delayed checks

Transactions

- 100% electronic
- EFT payments and ERA information
- Faster and more secure payments

Operations

- Reduced operating and administrative costs
- Fewer provider support calls to your plan

Security

- Full compliance (healthcare & financial services)



100% Paperless Payments

Let us transition you to electronic payments with your providers

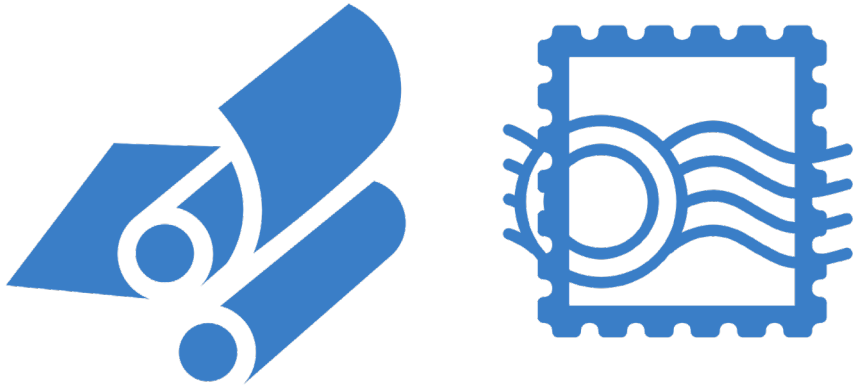
payspan®

100% PAPERLESS PAYMENTS

Transition to electronic payments

100% Paperless with Guaranteed Savings

- Let us manage your printing services.
- Transition to electronic provider payments.
- $850,000 annual savings
  (print and postage for a 275,000-member health plan @ 65% adoption (going to 95%))



Est $850,000

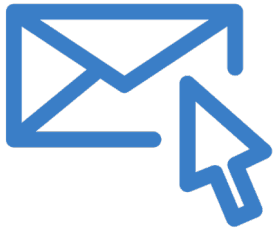
savings in print and postage

DRIVING TO 100% PAPERLESS PAYMENTS

Best practices in provider enrollment campaigns



1. Phased email EFT invitations to registered providers



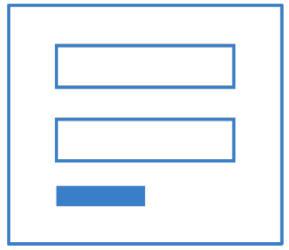
2. Intensive campaigns focused on enrollment



3. Promotional messaging about benefits of EFT/ACH/VCC



4. Outbound call campaigns to unregistered providers



5. Simple easy registration process



6. Automatic enrollment in EFT/ERA/virtual card system

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100% PAPERLESS PAYMENTS

Payspan Methodology



1. Understand Current State

- Evaluate payer EFT capabilities/limitations
- Evaluate payer objectives and leverage Payspan provider network

2. Gap Analysis

- Set campaign objectives that reduce print/mail cost
- Identify gaps in payer EFT capabilities/limitations

3. Focus on Providers

- Providers split into 4 phases of outreach based on volume
- Email campaigns to each set of providers with three sets of emails: initial announcement, reminder, final
- Engage providers with “Go Green” incentives
- Enroll for EFT
- Enroll out-of-network providers for Virtual Card

Virtual Card Payments

Speed up your payment process while earning rebates

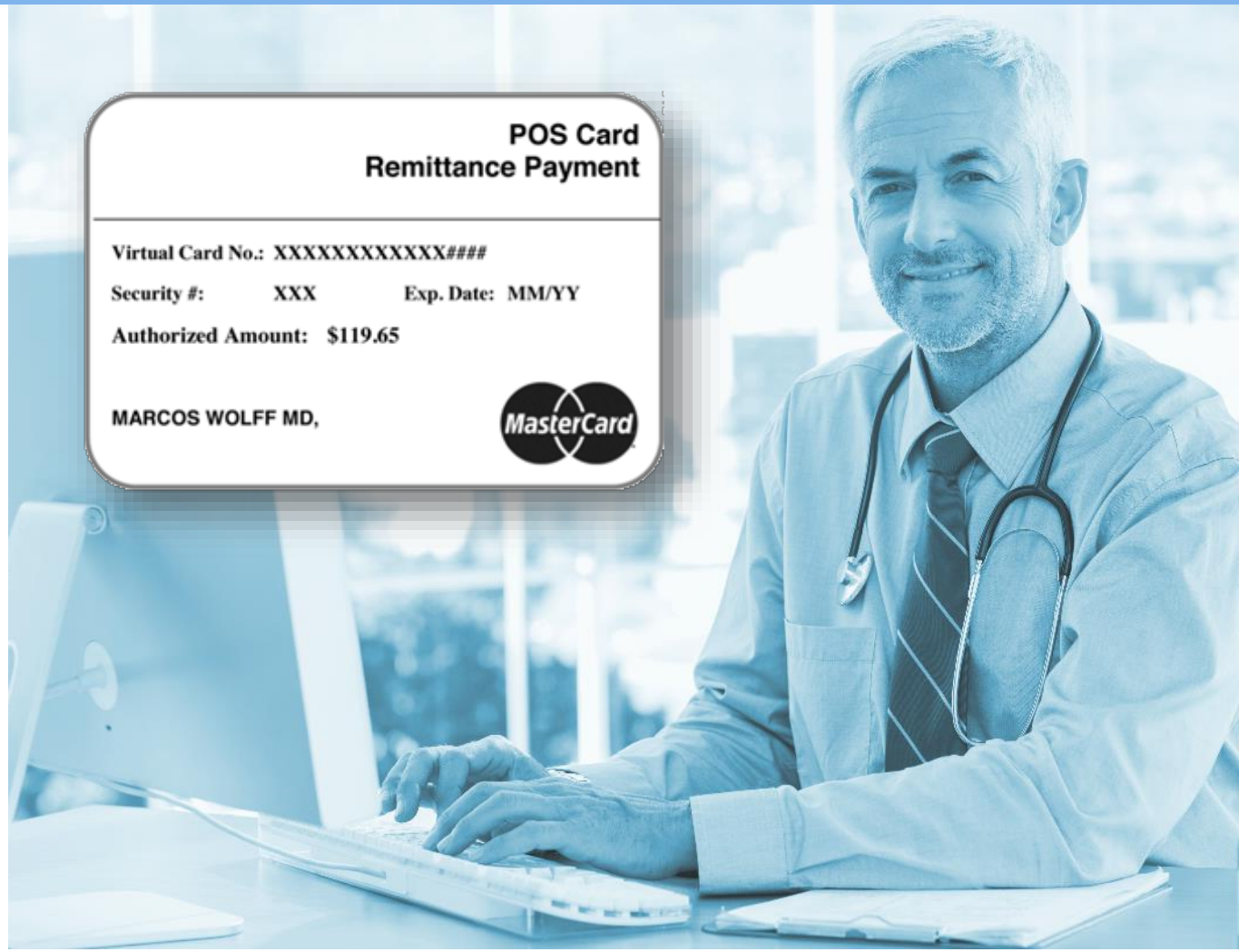
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VIRTUAL CARD PAYMENTS

Introducing VCP

e-payments for provider remittance

- VCPs work just like regular credit cards, except there is no actual card
- A 16-digit account number and a PIN number with an expiration date is provided on EOP in place of a hardcopy check
- VCP balances can be used like a stored balance credit card
- Requires providers to make a choice of which payment option
- Providers can visit Payspan portal to request EFT or by phone to request check payment
- Providers see funds deposited immediately vs. days or weeks



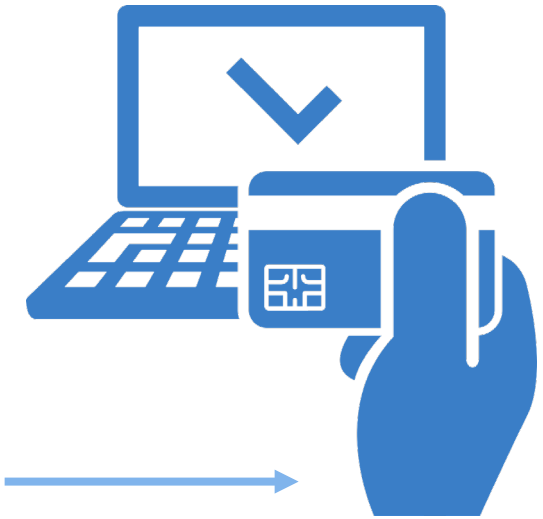
VIRTUAL CARD PAYMENTS

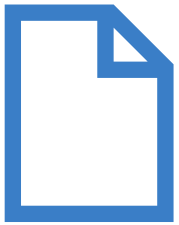
VCP Transaction Diagram



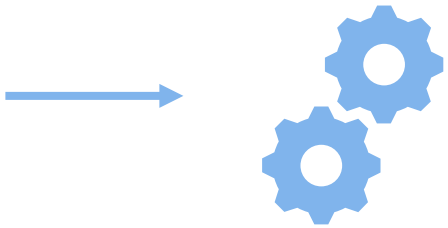
Payer Payments File

Seamless Electronic Remittance Delivery





VCP Instructions and Data File Created



Payspan VCP Processing



VCP Distributed to Providers



ERA Loaded to Secure Provider Portal

payspan

VIRTUAL CARD PAYMENTS

Benefits

- Speeds payment process
- Low barrier to enroll providers in electronic payment
- Enables 100% paperless payments
- Reduces administrative costs
- Replaces paper remittance with an electronic remittance
- Providers reduce admin costs ($3-$5 per paper check)



Provider Enrollment

Transition your providers to electronic payments

payspan®

PROVIDER ENROLLMENT

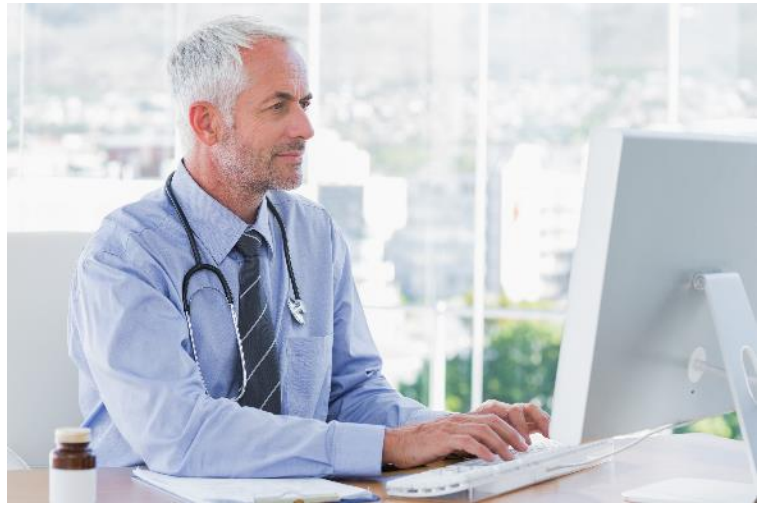
Comprehensive provider adoption program

Data Analysis
Evaluation of payer data to determine provider status

Provider Webinars
Monthly educational programs to support enrollment and implementation

Automatic Registration
Enrollment of providers who have previously granted permission

Email Campaigns
Provider outreach to facilitate enrollment



Provider Portal
Provider payment activities through online portal

Outbound Phone Campaigns
Targeted outbound calling based on marketing criteria

Payspan Communicator
Application that enables payers to share messages with providers

Inbound Phone Support
Provider services specialists available to assist enrollment

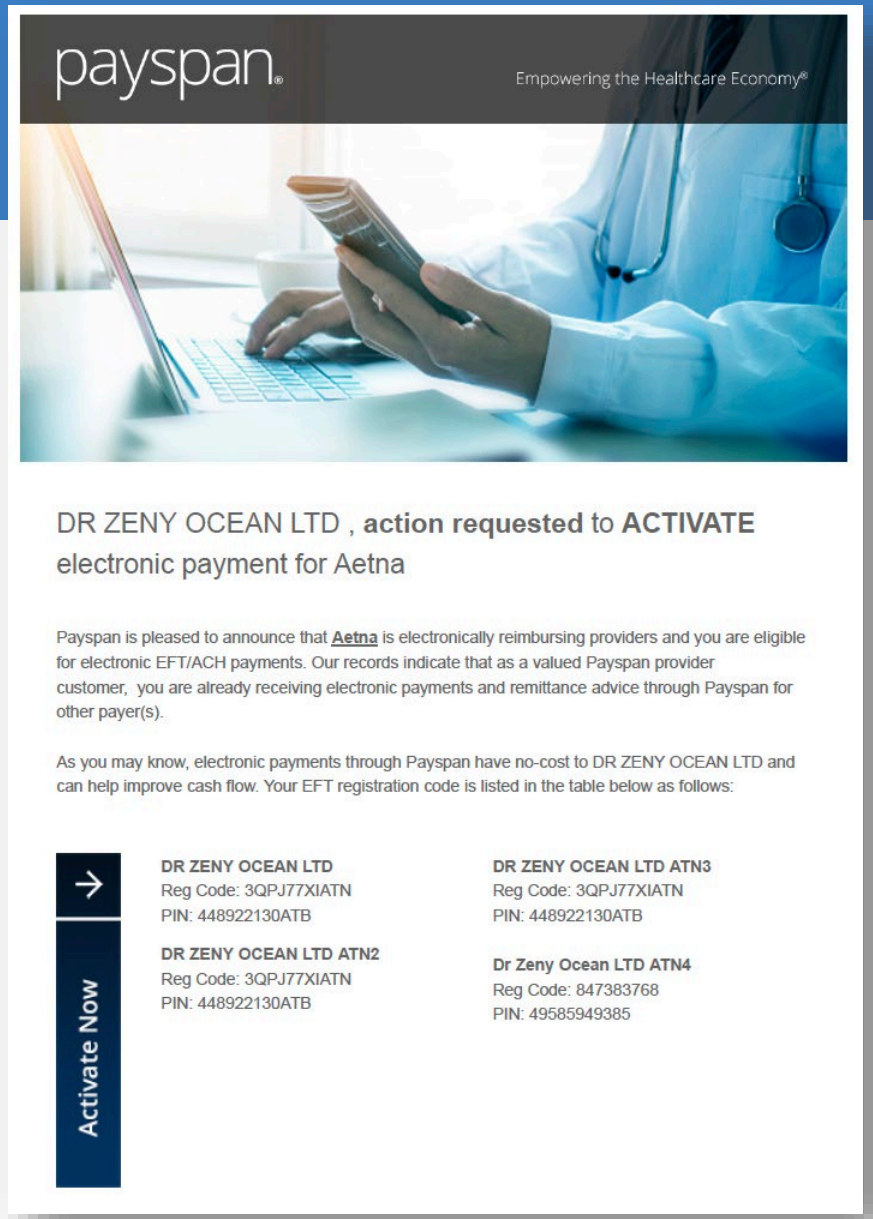
Taglines
Remittances with registration codes and Payspanhealth.com web address

Payer Launch Letters
Implementation communications and support

PROVIDER ENROLLMENT

Drive 100% electronic adoption

- Targeted email campaigns
- Outbound calls and print outreach
- Easy online registration process
- Seamless online delivery of payments and remittance advice
- Automated registration



payspan

Empowering the Healthcare Economy®

DR ZENY OCEAN LTD , **action requested** to **ACTIVATE** electronic payment for Aetna

Payspan is pleased to announce that **Aetna** is electronically reimbursing providers and you are eligible for electronic EFT/ACH payments. Our records indicate that as a valued Payspan provider customer, you are already receiving electronic payments and remittance advice through Payspan for other payer(s).

As you may know, electronic payments through Payspan have no-cost to DR ZENY OCEAN LTD and can help improve cash flow. Your EFT registration code is listed in the table below as follows:

Activate Now

DR ZENY OCEAN LTD
Reg Code: 3QPJ77XIATN
PIN: 448922130ATB

DR ZENY OCEAN LTD ATN2
Reg Code: 3QPJ77XIATN
PIN: 448922130ATB

DR ZENY OCEAN LTD ATN3
Reg Code: 3QPJ77XIATN
PIN: 448922130ATB

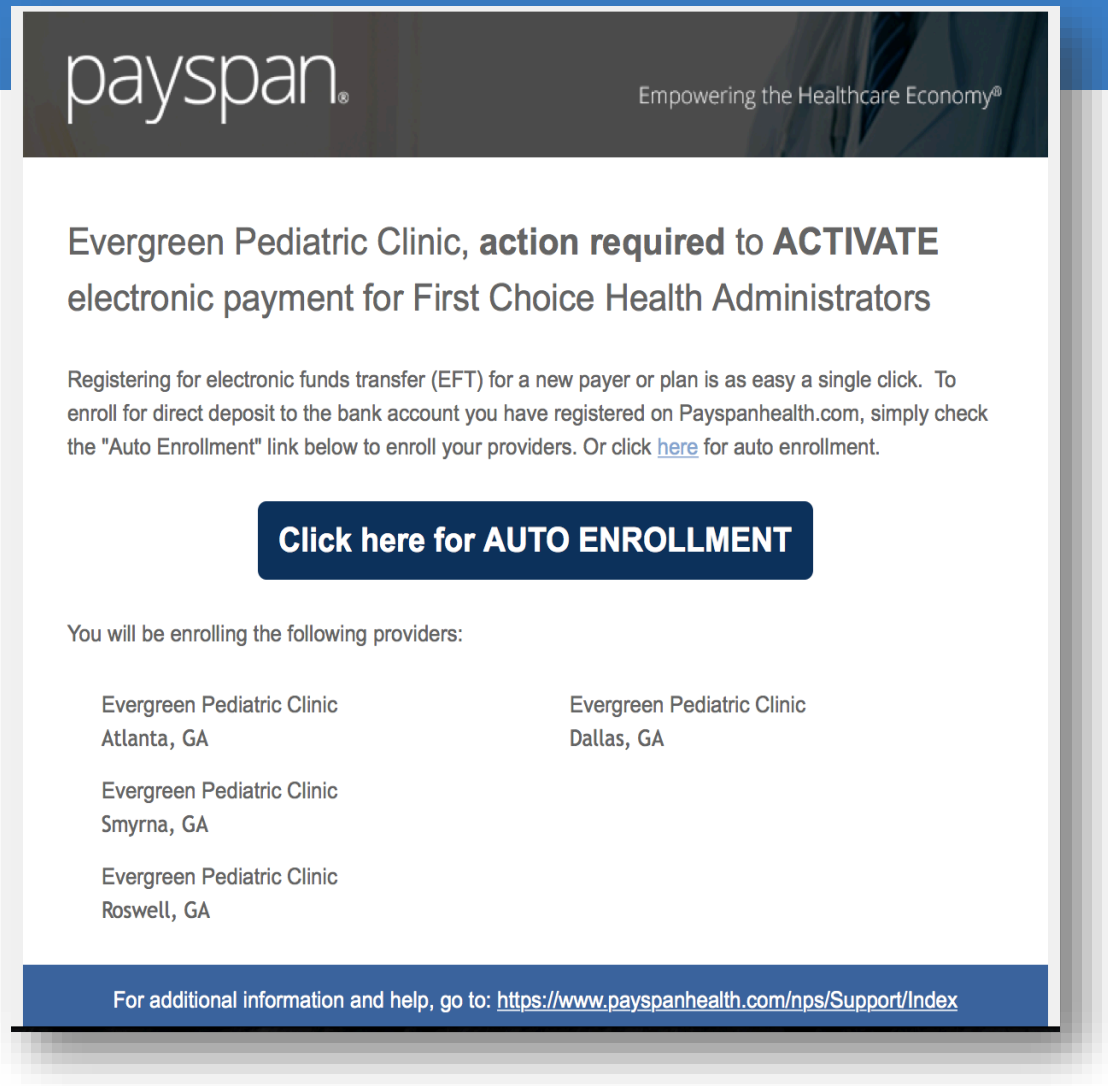
Dr Zeny Ocean LTD ATN4
Reg Code: 847383768
PIN: 49585949385

payspan

PROVIDER ENROLLMENT

Easy registration process

- Email campaigns
  - Payer-branded emails drive adoption
  - Single-click enrollment (for single receiving accounts)
  - Multiple account enrollment (via Payspan)
  - Follow-ups based on response



PROVIDER ENROLLMENT

Three phases of emails

Phase One

- Passive messaging
- Email/mail campaigns
- Auto-enroll high volume providers in EFT
- Auto-enroll out of network providers into virtual card
- Auto-enroll low volume

Phase Two

- Volume providers not enrolled in EFT auto-enrolled in Virtual Card
- Email/mail/phone campaigns employed to move providers to EFT or virtual card

Phase Three

- All remaining check providers given final date
- All future payments made via virtual card
- Check print ended
- All ERAs provided online via Payspan provider portal



Print, Mail and Digital Distribution of Your Checks and Remittances

Get your providers to electronic payments more quickly

payspan®

Payspan Printing Services

We manage the printing to drive higher electronic payment adoption rates

Drive Higher Electronic Payment Adoption

- Innovation is what makes us different from our competitors
- One-source housing and visibility into your entire payment stream
- Multiple electronic payment modalities to drive down print and postage costs
- Check cover page taglines promote self-service electronic payment registration
- Long-term partnerships with high quality firms



Payspan Printing Services

Comprehensive Document Fulfillment Services

- Payspan print partners utilize state-of-the-art print, sorting and quality assurance technologies
- Payers benefit from total combined Payspan print volumes for highly competitive first-class postal pre-sort costs
- Flexible options for continuous feed or cut sheet printing to best meet the needs of a variety of outputs, including:
  - Denial Letters
  - Member Explanation of Benefits
  - Capitation Rosters
  - Member Premiums Invoices
  - Provider Explanation of Payments
  - Paper Checks

Our clients benefit from first-class postal pre-sort costs.

Payspan Printing Services
Security and Compliance



- A 25+-year history of secure document production and distribution, fraud prevention technologies in collaboration with its financial partners
- Compliance with USPS regulations
- Compliance with security regulations (PCI DSS, SOC I & 2, HIPAA)
- Disaster recovery and business continuity plans
- Protections for sensitive customer data
- Risk management
- Quality management

Success with Provider Adoption

Payspan delivers a strategic advantage for our clients

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Case Study
Kern Health Systems (KHS)

KHS implements Payspan's electronic payment services for providers

- Achieved 99% adoption rate three years in a row (2016-2018)
- Increased providers from 965 in 2015 to 4,800 currently
- Reduced staffing, workload and administrative costs



"We have been extremely pleased with the payment automation services delivered by Payspan. We appreciate the true partnership relationship we have developed with Payspan over the years.

Alan Avery, COO

Case Study
Children's Medical Center Health Plan (CMCHP)

Children's Medical Center Health Plan implements Payspan's electronic payment services for providers

- 97% of payment dollars sent electronically
- 92% of claims paid electronically
- Providers paid twice weekly



"Payspan's best practices helped us get to 97% of payments issued electronically to providers. I view that as a successful partnership."

Doris Hunt, Executive Director

Payspan's Medi-Cal Plan Success

Since implementation in 2016, Payspan has helped Kern achieve more than a 99% adoption rate in 2016, 2017 and 2018 YTD. Kern has increased the number of providers registered to receive epayments from 965 in 2015 to more than 4,800 currently.

"We have been extremely pleased with the payment automation services delivered by Payspan. By outsourcing our healthcare payments, we were able to reduce staffing and realize economies of scale in our mailroom. We appreciate the true partnership relationship we have developed with Payspan over the years."

KERN HEALTH SYSTEMS



Alan Avery
COO, Kern Health Systems

Payspan Powers Your Operations:

CORE PAYMENTS	Electronic payment and reimbursement to speed up your claims payments and increase operational efficiency.
QUALITY EXCHANGE	**Secure reporting of clinical quality measures to incentivize quality measures and close care gaps.**
PREMIUM PAYMENTS	User-friendly premium and medical bill payment services to increase member satisfaction.



Simplifying healthcare payments

Quality Incentive Communications System (QICS)

Improve HEDIS scores by enabling meaningful data e

payspan®

QUALITY
Provider obstacles to value-based care

Value contracts with physicians are too complex and cumbersome to manage[1]

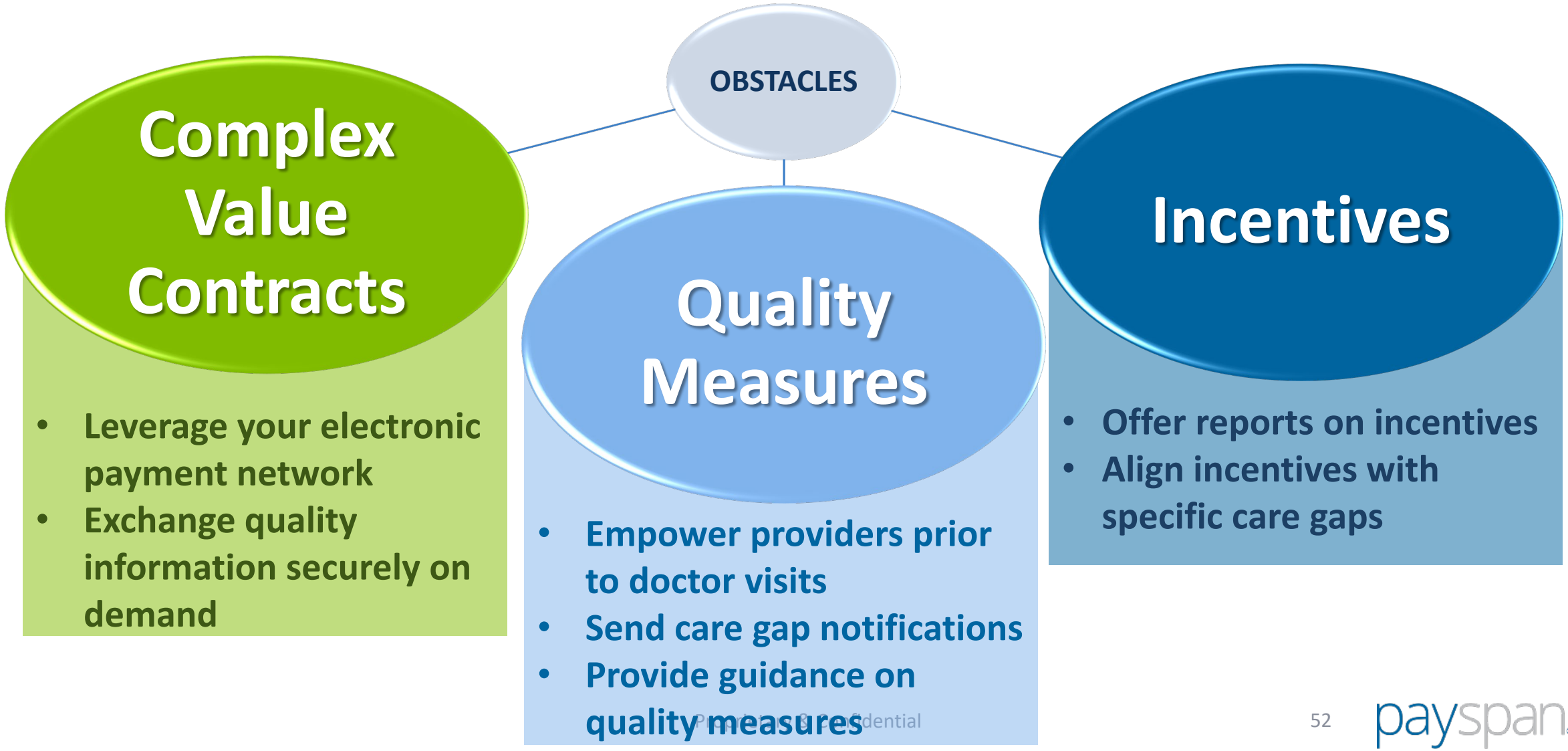
Physicians do not know the quality measures for individual patients[2]

80% of physicians not aware incentives are available to them[3]

[1-2]Quest Diagnostics/Inovalon, June 2016; [3]The Physicians Foundation,2016

QUALITY

Payspan realized a need to change the approach…



QUALITY
Re-adjustment of payer-provider communication alignment

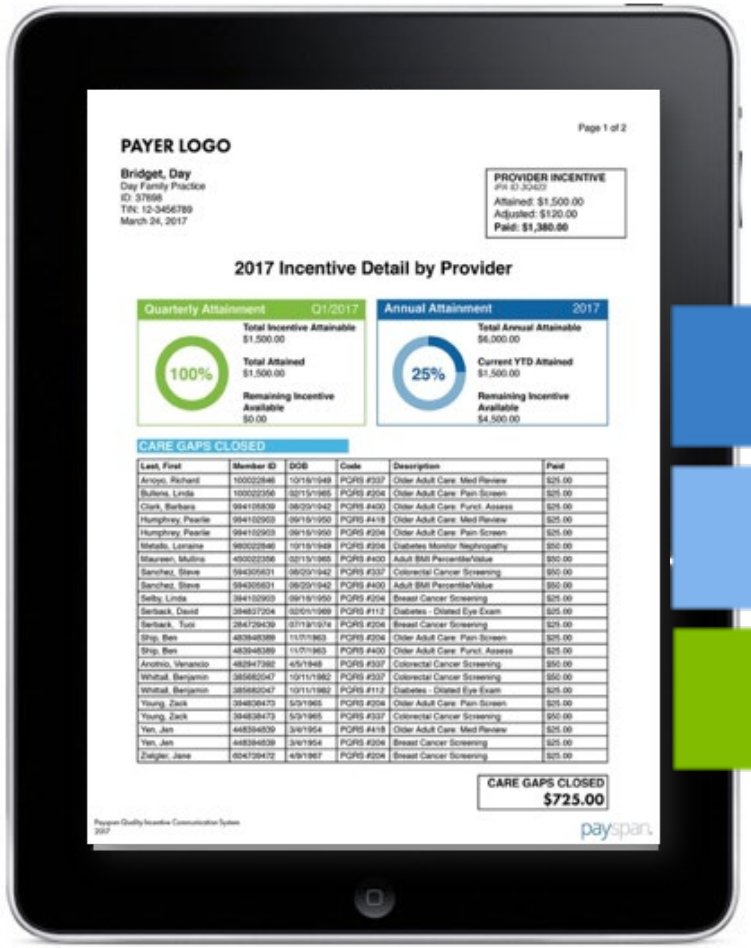




Solution:

- Simple, actionable messages
- Alerts about care gaps
- Instructions for quality measures
- Incentives reports

QUALITY
Introducing the Quality Incentive Communications System (QICS)



Quality Notifications

alert providers about care gaps for individual patients and provide the quality measures they need to take to close those gaps.

Actionable Incentive

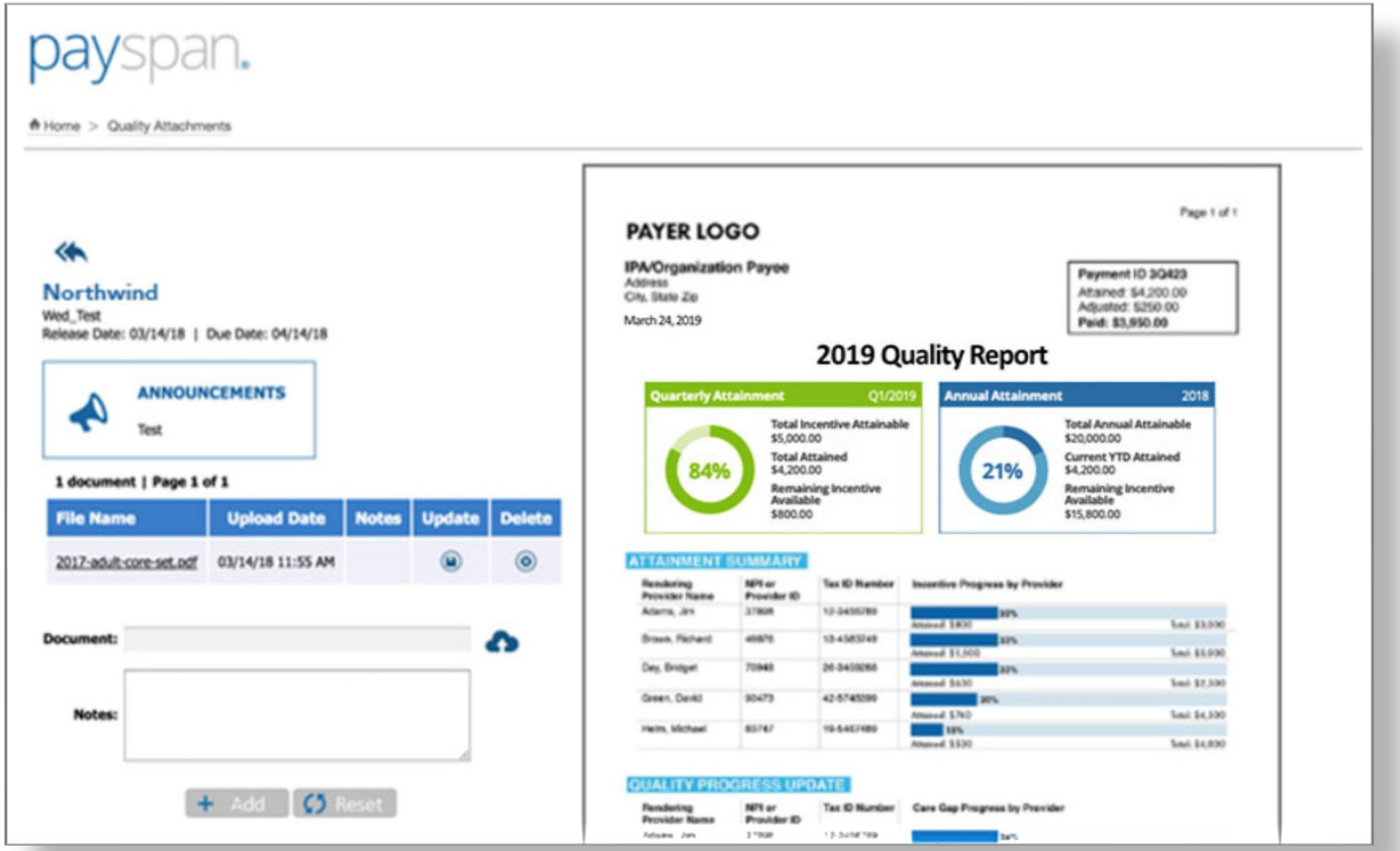
reports that list all member-patients, their care gap status and financial incentive for closing the gaps.

Medical Records Exchange

a simple portal where both payers and providers can log on to upload or download their documents.

QUALITY
Medical Records Exchange

Two-way communication tool



QUALITY
Notifications

Promotes clinical quality for providers

- Provides timely notification about specific patient care gaps
- Provides roadmap to closing care gaps
- Leading indicator for provider revenue



IPA/Organization Payee
Address
City, State Zip

Provider #320525
TIN: 12-3456789

March 24, 2019

Notice #00124892

March 24, 2019

Quality Notice

Thank you for being a valued PAYER Plan partner.

According to our records, an opportunity exists to close a gap in care for our member, your patient, referenced below.

We appreciate your expertise and salute progress toward our 2017 Quality goals.

Member	Member ID	Risk Measurement	Code Request	Code Description
Johnson, Dan	100022846	Average	G0121	Average risk screening
Keller, Jerry	987654321	Routine	99213	Annual Wellness Visit

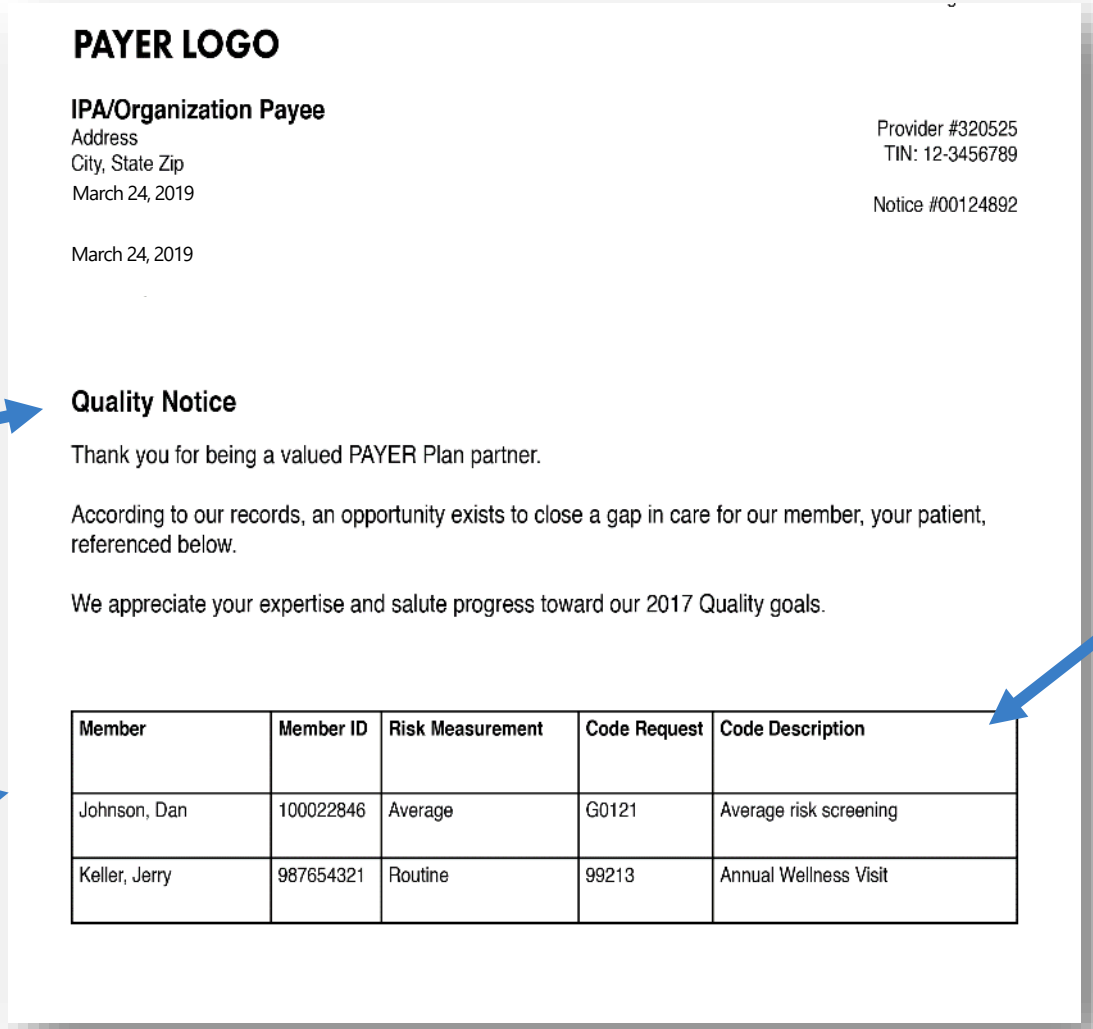
QUALITY
Care Gaps

Facilitate quality interventions by your provider network

Customizable Communication for Open Care Gaps

Open Care Gaps by Patient

Code and Description That Needs to be Closed



PAYER LOGO

IPA/Organization Payee
Address
City, State Zip
March 24, 2019

Provider #320525
TIN: 12-3456789

Notice #00124892

March 24, 2019

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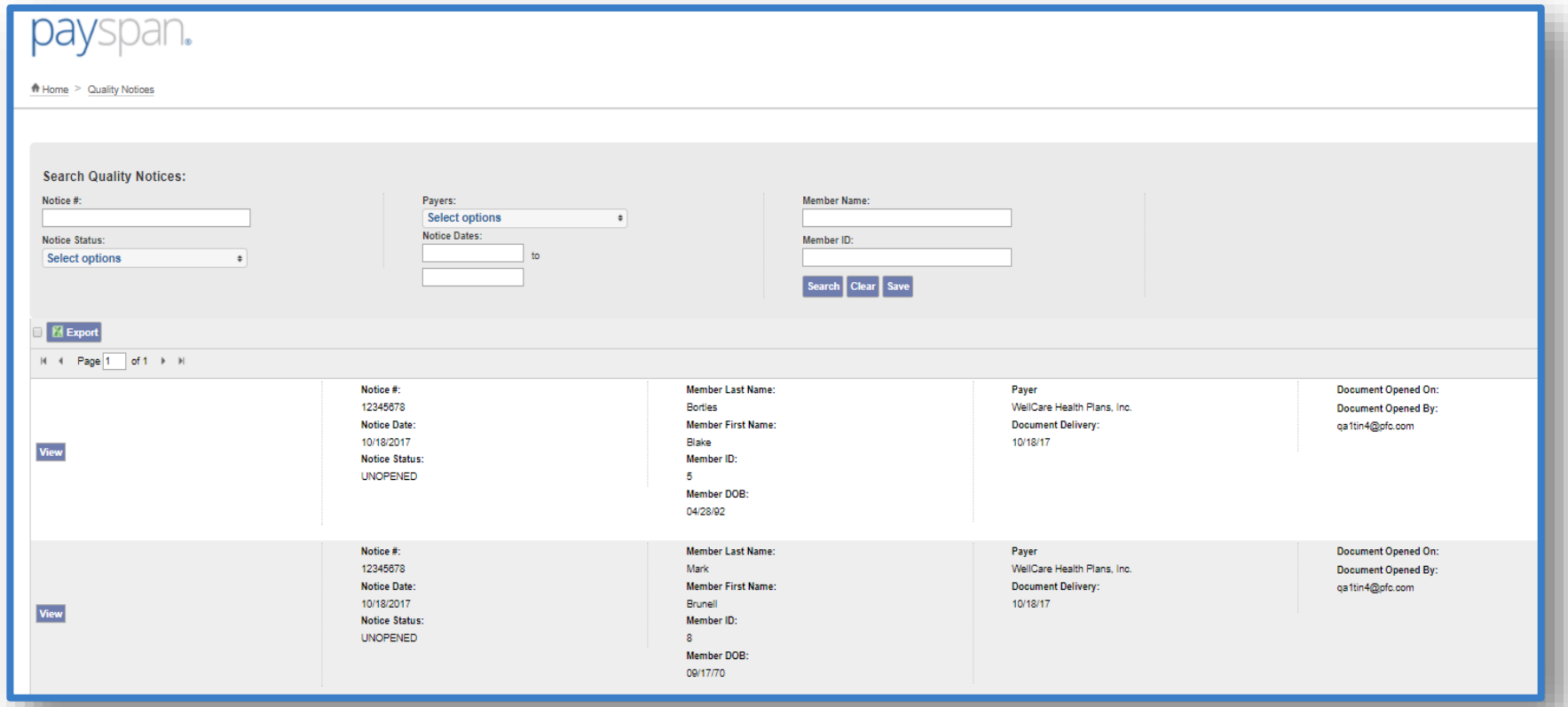
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Member	Member ID	Risk Measurement	Code Request	Code Description
Johnson, Dan	100022846	Average	G0121	Average risk screening
Keller, Jerry	987654321	Routine	99213	Annual Wellness Visit

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QUALITY
Search

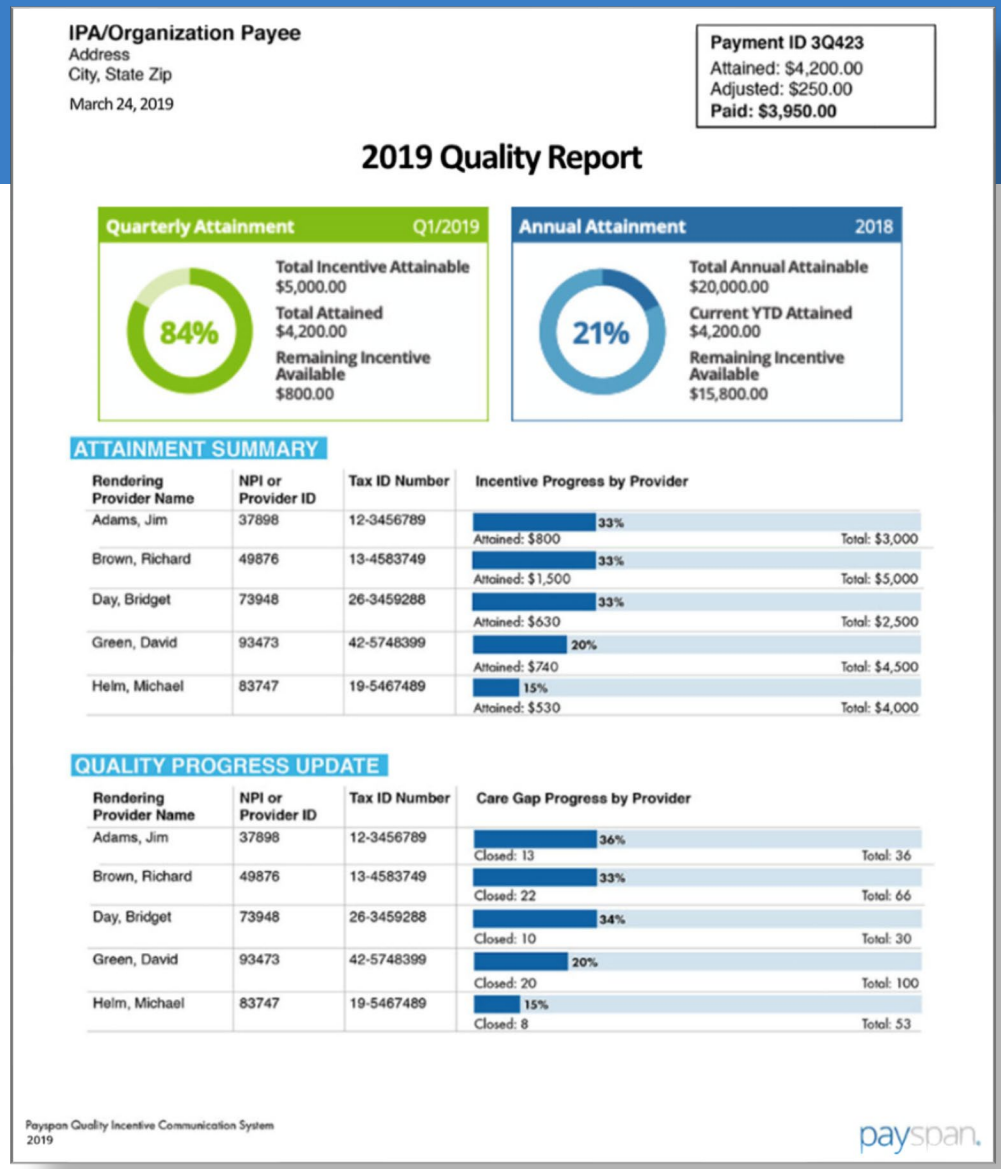
Quick access to care gap notifications



QUALITY REMIT
Performance Report

Actionable Incentives

- Promotes provider clinical care gap awareness
- Shows providers the financial impact of care gap closure
- Provides the right information to providers to help drive improved clinical care
- Ability to influence providers and provider influencers



IPA/Organization Payee
Address
City, State Zip
March 24, 2019

Payment ID 3Q423
Attained: $4,200.00
Adjusted: $250.00
Paid: $3,950.00

2019 Quality Report

Quarterly Attainment Q1/2019

84%

Total Incentive Attainable
$5,000.00
Total Attained
$4,200.00
Remaining Incentive Available
$800.00

Annual Attainment 2018

21%

Total Annual Attainable
$20,000.00
Current YTD Attained
$4,200.00
Remaining Incentive Available
$15,800.00

ATTAINMENT SUMMARY

Rendering Provider Name	NPI or Provider ID	Tax ID Number	Incentive Progress by Provider
Adams, Jim	37898	12-3456789	33% Attained: $800 Total: $3,000
Brown, Richard	49876	13-4583749	33% Attained: $1,500 Total: $5,000
Day, Bridget	73948	26-3459288	33% Attained: $630 Total: $2,500
Green, David	93473	42-5748399	20% Attained: $740 Total: $4,500
Helm, Michael	83747	19-5467489	15% Attained: $530 Total: $4,000

QUALITY PROGRESS UPDATE

Rendering Provider Name	NPI or Provider ID	Tax ID Number	Care Gap Progress by Provider
Adams, Jim	37898	12-3456789	36% Closed: 13 Total: 36
Brown, Richard	49876	13-4583749	33% Closed: 22 Total: 66
Day, Bridget	73948	26-3459288	34% Closed: 10 Total: 30
Green, David	93473	42-5748399	20% Closed: 20 Total: 100
Helm, Michael	83747	19-5467489	15% Closed: 8 Total: 53

Payspan Quality Incentive Communication System 2019

payspan.

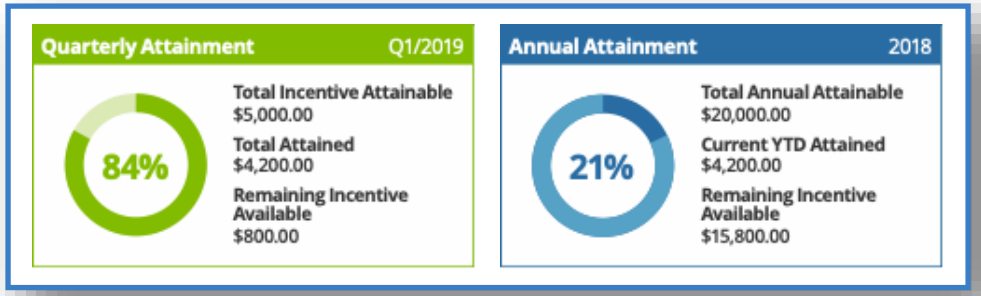
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QUALITY REMIT

Actionable incentives through a single portal

Help providers close care gaps

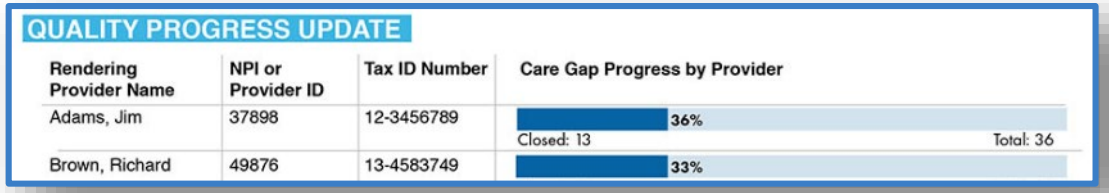
- PROVIDE a roadmap to closing Care Gaps
- OFFER clear incentives for improving care
- DRIVE interventions through easy-to-read reporting



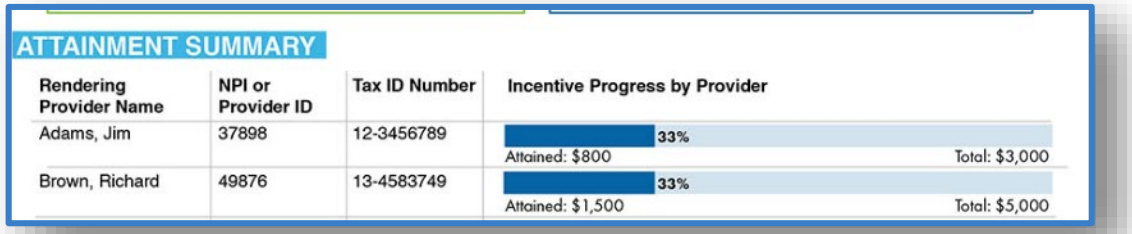
Summary shows incentive progress for the practice

Member	Member ID	Risk Measurement	Code Request	Code Description
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Keller, Jerry	987654321	Routine	99213	Annual Wellness Visit

Open Care Gaps by patient



Care Gap progress by provider



Incentive progress by provider

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QUALITY REMIT

Quality Report for IPA

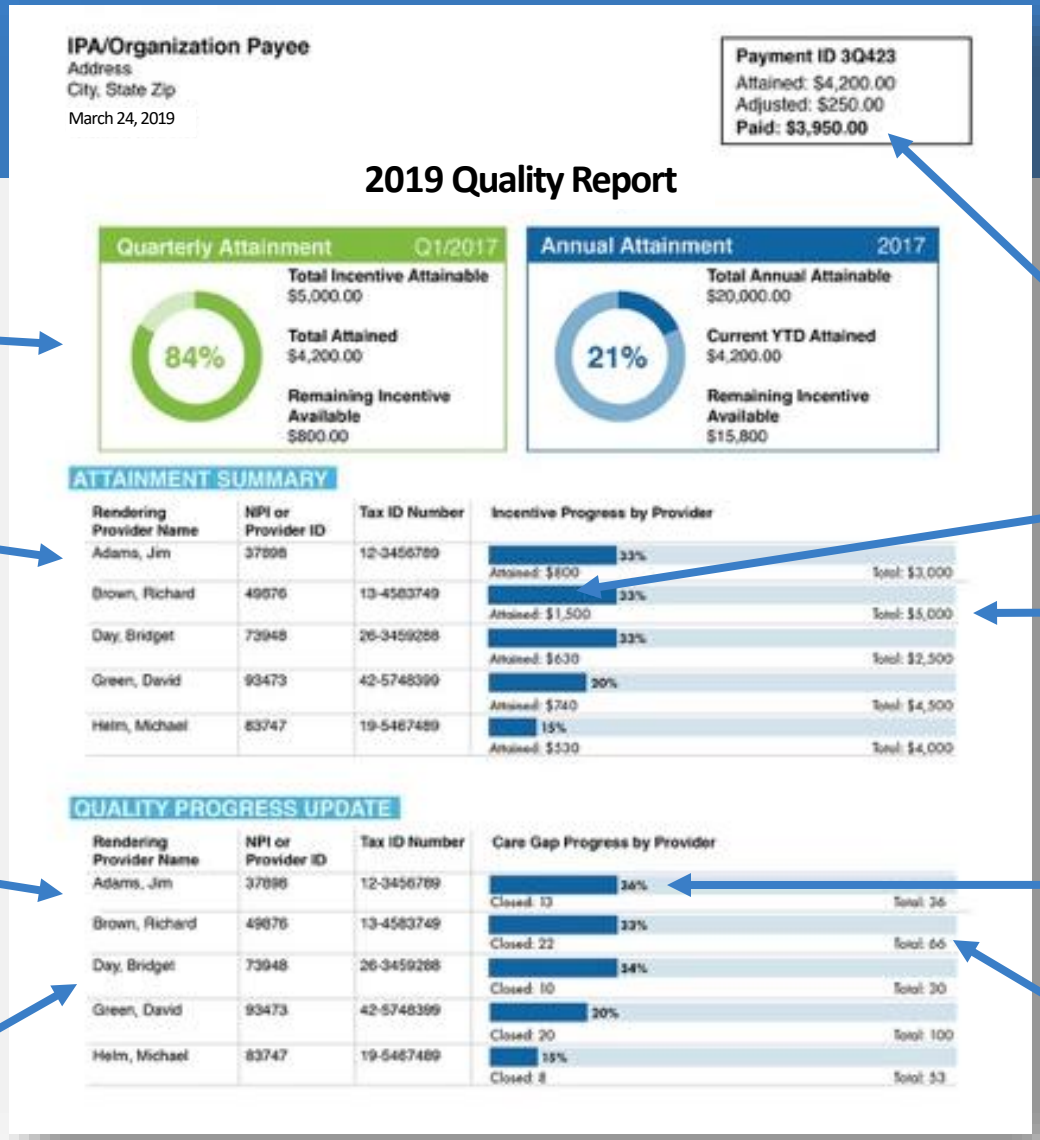
Incentivize Care Gap Progress

Bonus Attainment Summary

Attainment Summary by Provider

Provider Care Gap Closure

Identify Top Performing Providers



IPA/Organization Payee
Address
City, State Zip
March 24, 2019

Payment ID 3Q423
Attained: $4,200.00
Adjusted: $250.00
Paid: $3,950.00

2019 Quality Report

Quarterly Attainment Q1/2017

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Total Attained
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Remaining Incentive Available
$800.00

Annual Attainment 2017

21%

Total Annual Attainable
$20,000.00

Current YTD Attained
$4,200.00

Remaining Incentive Available
$15,800

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Helm, Michael	83747	19-5467489	15% Closed: 8 Total: 53

Quality Payments Made

Bonus Earned

Total Available Bonus

Care Gap Progress

Total Care Gaps

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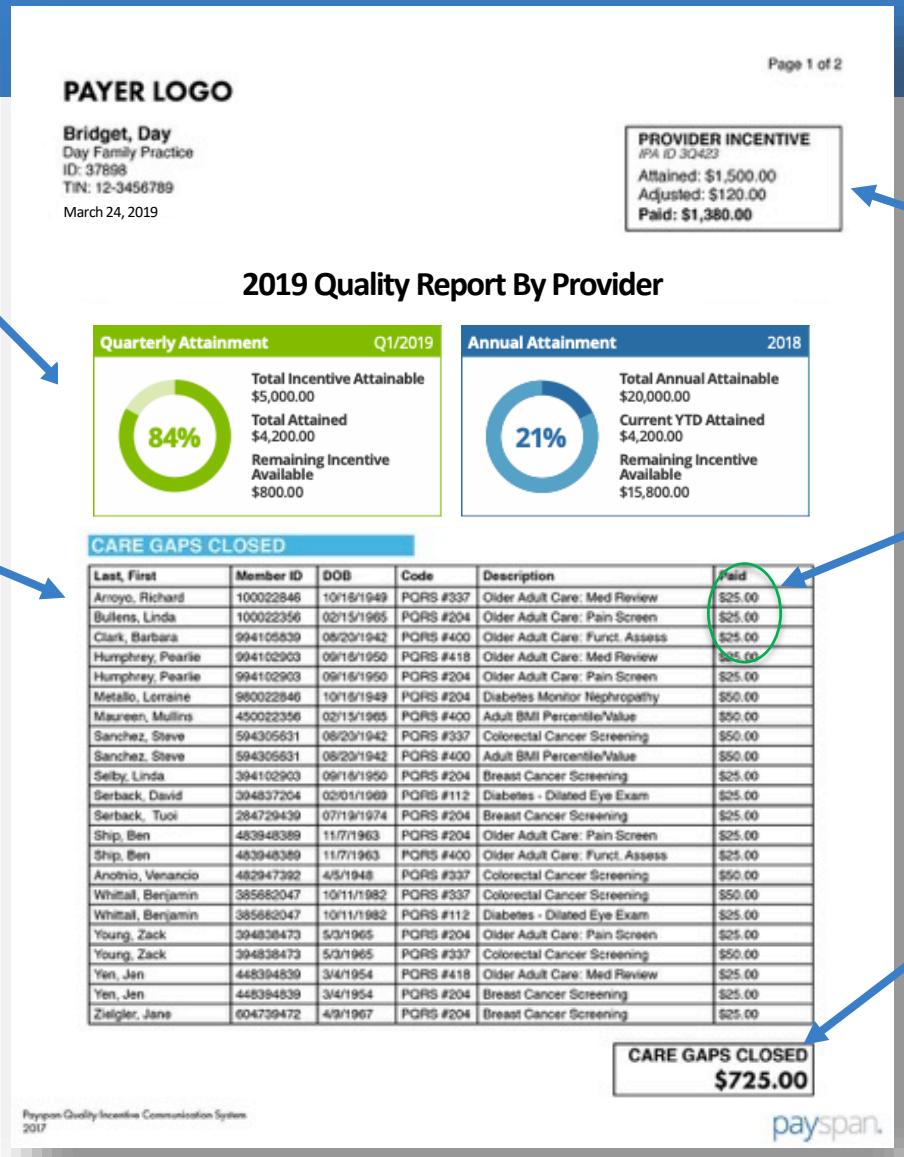
QUALITY REMIT

Provider Level View

Communicate Incentives Attained to Providers

Easy to Understand Bonus Attainment

Care Gap Closed by Patient



Page 1 of 2

PAYER LOGO

Bridget, Day
Day Family Practice
ID: 37898
TIN: 12-3456789
March 24, 2019

PROVIDER INCENTIVE
IPA ID 3Q423
Attained: $1,500.00
Adjusted: $120.00
Paid: $1,380.00

2019 Quality Report By Provider

Quarterly Attainment Q1/2019
84%
Total Incentive Attainable $5,000.00
Total Attained $4,200.00
Remaining Incentive Available $800.00

Annual Attainment 2018
21%
Total Annual Attainable $20,000.00
Current YTD Attained $4,200.00
Remaining Incentive Available $15,800.00

CARE GAPS CLOSED

Last, First	Member ID	DOB	Code	Description	Paid
Arroyo, Richard	100022846	10/16/1949	PQRS #337	Older Adult Care: Med Review	$25.00
Bullens, Linda	100022356	02/15/1965	PQRS #204	Older Adult Care: Pain Screen	$25.00
Clark, Barbara	994105839	08/20/1942	PQRS #400	Older Adult Care: Funct. Assess	$25.00
Humphrey, Pearlie	994102903	09/16/1950	PQRS #418	Older Adult Care: Med Review	$25.00
Humphrey, Pearlie	994102903	09/16/1950	PQRS #204	Older Adult Care: Pain Screen	$25.00
Metallo, Lorraine	980022846	10/16/1949	PQRS #204	Diabetes Monitor Nephropathy	$50.00
Maureen, Mullins	450022356	02/15/1965	PQRS #400	Adult BMI Percentile/Value	$50.00
Sanchez, Steve	594305631	08/20/1942	PQRS #337	Colorectal Cancer Screening	$50.00
Sanchez, Steve	594305631	08/20/1942	PQRS #400	Adult BMI Percentile/Value	$50.00
Selby, Linda	394102903	09/16/1950	PQRS #204	Breast Cancer Screening	$25.00
Serback, David	394837204	02/01/1969	PQRS #112	Diabetes - Dilated Eye Exam	$25.00
Serback, Tuoi	284729439	07/19/1974	PQRS #204	Breast Cancer Screening	$25.00
Ship, Ben	483948389	11/7/1963	PQRS #204	Older Adult Care: Pain Screen	$25.00
Ship, Ben	483948389	11/7/1963	PQRS #400	Older Adult Care: Funct. Assess	$25.00
Anotnio, Venancio	482947392	4/5/1948	PQRS #337	Colorectal Cancer Screening	$50.00
Whittall, Benjamin	385682047	10/11/1982	PQRS #337	Colorectal Cancer Screening	$50.00
Whittall, Benjamin	385682047	10/11/1982	PQRS #112	Diabetes - Dilated Eye Exam	$25.00
Young, Zack	394838473	5/3/1965	PQRS #204	Older Adult Care: Pain Screen	$25.00
Young, Zack	394838473	5/3/1965	PQRS #337	Colorectal Cancer Screening	$50.00
Yen, Jen	448394839	3/4/1954	PQRS #418	Older Adult Care: Med Review	$25.00
Yen, Jen	448394839	3/4/1954	PQRS #204	Breast Cancer Screening	$25.00
Zielgler, Jane	604739472	4/9/1967	PQRS #204	Breast Cancer Screening	$25.00

CARE GAPS CLOSED
$725.00

Payspan Quality Incentive Communication System 2017

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Quality Payments Made to Provider

Bonus Paid by Service to Patient

Total Bonus Paid for All Care Gaps Closed

Empowering providers with quality information

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Easy Solution for a Complex Problem

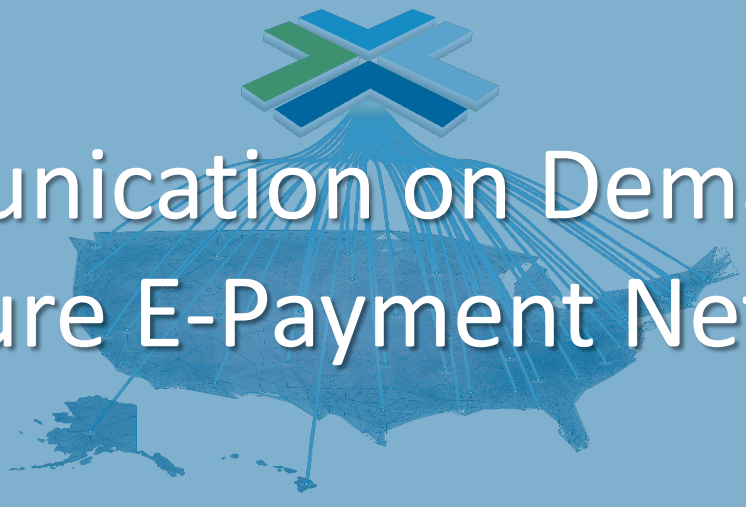
PAYER



Simple Communications > Provider Engagement > Reduced Costs

Care Gap Alerts **Guidance** **Incentive Reports**

Proof of Care Gap Closures **Electronic Attachments**



Communication on Demand over Secure E-Payment Network

Incentive Payments

PROVIDER



Meaningful Patient Interactions > Care Gap Closures > Better Health Outcomes & Bonus Payments

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Proprietary & Confidential

Payspan Powers Your Operations:

CORE PAYMENTS	Electronic payment and reimbursement to speed up your claims payments and increase operational efficiency.
QUALITY EXCHANGE	Secure reporting of clinical quality measures to incentivize quality measures and close care gaps..
PREMIUMS	Premium payment portal to enhance your collections and increase member satisfaction.



Simplifying healthcare payments

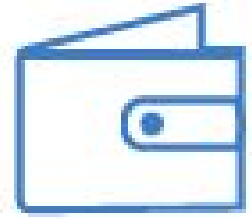
Premium Payments

Improve member engagement and satisfaction while increasing premium payment collections

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PREMIUMS

The Payspan Premium Payment Solution



Flexible Payment Options

Credit Cards, ACH, AutoPay, one-time scheduling and integration of physical checks



IVR (Integrated Voice Response)

Phone payment options for members without internet access (1 in 5 members choose IVR as preferred payment method)



Multilingual Options

Online and IVR phone options support 26 languages



Complex Households

Ability to easily update dependents and automatically adjust premiums accordingly

Proprietary & Confidential

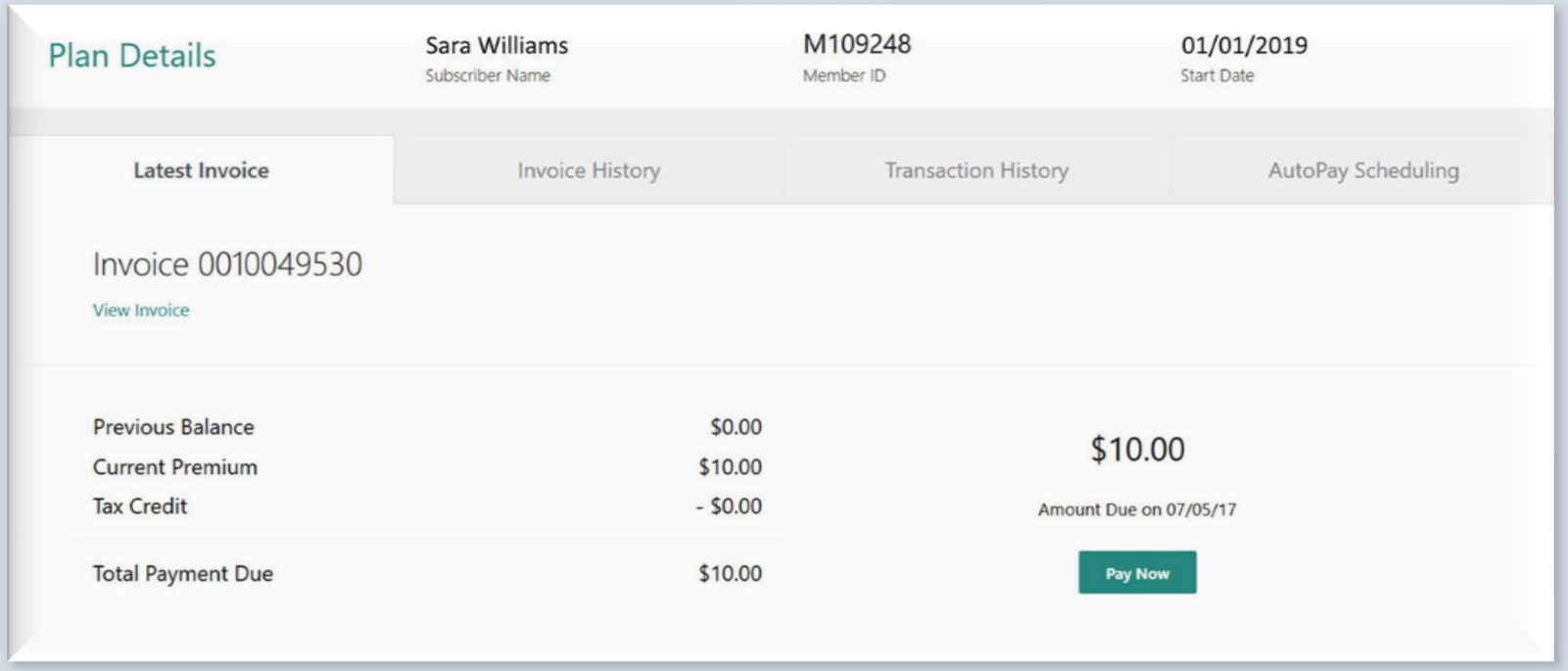
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PREMIUMS

The Payspan Premium Payment Solution

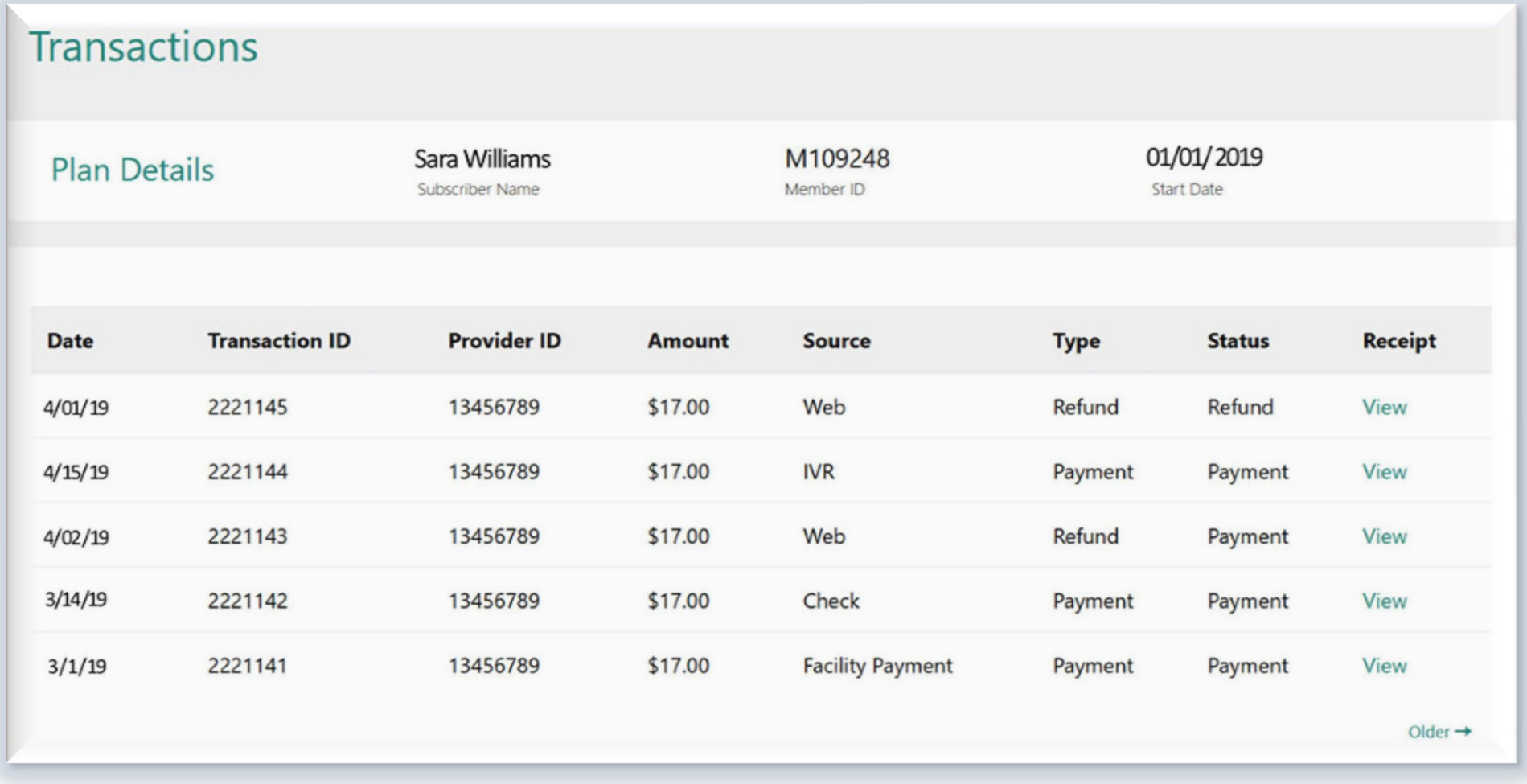
Member Portal

- Flexible Configuration
  - SSO-compatible
  - White label integration
  - Mobile-responsive
- Member-Friendly
  - Flexible payment options
  - Premium and Binder payments
  - View invoice and transactional history



PREMIUMS

Member Portal – Transaction Details



Transactions

Plan Details

Sara Williams
Subscriber Name

M109248
Member ID

01/01/2019
Start Date

Date	Transaction ID	Provider ID	Amount	Source	Type	Status	Receipt
4/01/19	2221145	13456789	$17.00	Web	Refund	Refund	View
4/15/19	2221144	13456789	$17.00	IVR	Payment	Payment	View
4/02/19	2221143	13456789	$17.00	Web	Refund	Payment	View
3/14/19	2221142	13456789	$17.00	Check	Payment	Payment	View
3/1/19	2221141	13456789	$17.00	Facility Payment	Payment	Payment	View

Older →

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PREMIUMS

Strengthen your member relationship

Enhance member loyalty and satisfaction

- Engage members through a simplified process:
  - Easy to pay
  - Sense of control
  - Simplified payment process
- Deliver information members want:
  - Payment information in one place
  - Easier to track and maintain payments
  - Positive member experience



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Security and Risk Mitigation

How we empower the healthcare economy

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Payspan's Security & Compliance Approach

Going beyond audits to make security measurable

- National Automated Clearinghouse Association (NACHA)
- CAQH Core Phase III-certified
- SSAE 16 - SOC I Type II
- SSAE 16 - SOC II Type II
- EHNAC (HIPAA Compliance)
- PCI DSS
- Penetration Testing (Internal and External)
- NIST Cybersecurity Framework
- HITRUST (Dec 2019)











Strategic Partners in Security

Defense in depth is necessary. Adding offense is even better.

Cybersecurity Expert Advisor
Stroz Friedberg

Fraud Detection & Phishing Takedown
Netcraft

Identity & Access Management
giact
Okta, Auth0 or similar (Coming by 1Q20)

Threat Monitoring & Alerting
FBI InfraGard
NH-ISAC

Dark & Clear Web Monitoring
Stroz Friedberg

Managed Security Services Provider
Optiv
SecureWorks

Penetration Testing
GuidePoint Security

In Summary

Payspan delivers a strategic advantage for our clients

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The Value We Bring

100% PAPERLESS GUARANTEE

- Lower costs associated with paper checks and remittances
- Improved efficiencies
- More time to focus on driving revenue

VALUE-BASED CARE REIMBURSEMENT

- Reduced care gaps
- Significantly reduced administrative labor and paperwork
- Improved health outcomes
- Higher Star Ratings and HEDIS scores

POSITIVE PAYMENT EXPERIENCES

- Faster payments
- Reduced collection days
- Improved member satisfaction
- Member retention and brand loyalty



We do more than transport payments. Innovation is what makes us different from our competitors.

The Payspan Promise

- A Relationship Built on Trust
  - A commitment to continual improvements
- A Spirit of Cooperation
  - We are highly collaborative
- A Drive to Make a Difference
  - We do more than just deliver results
- A Commitment to Excellence
  - We challenge ourselves to exceed your expectations



We Simplify Healthcare Payments

Next Steps

- Technical meeting
- Operations review
- Network analysis
- Implementation

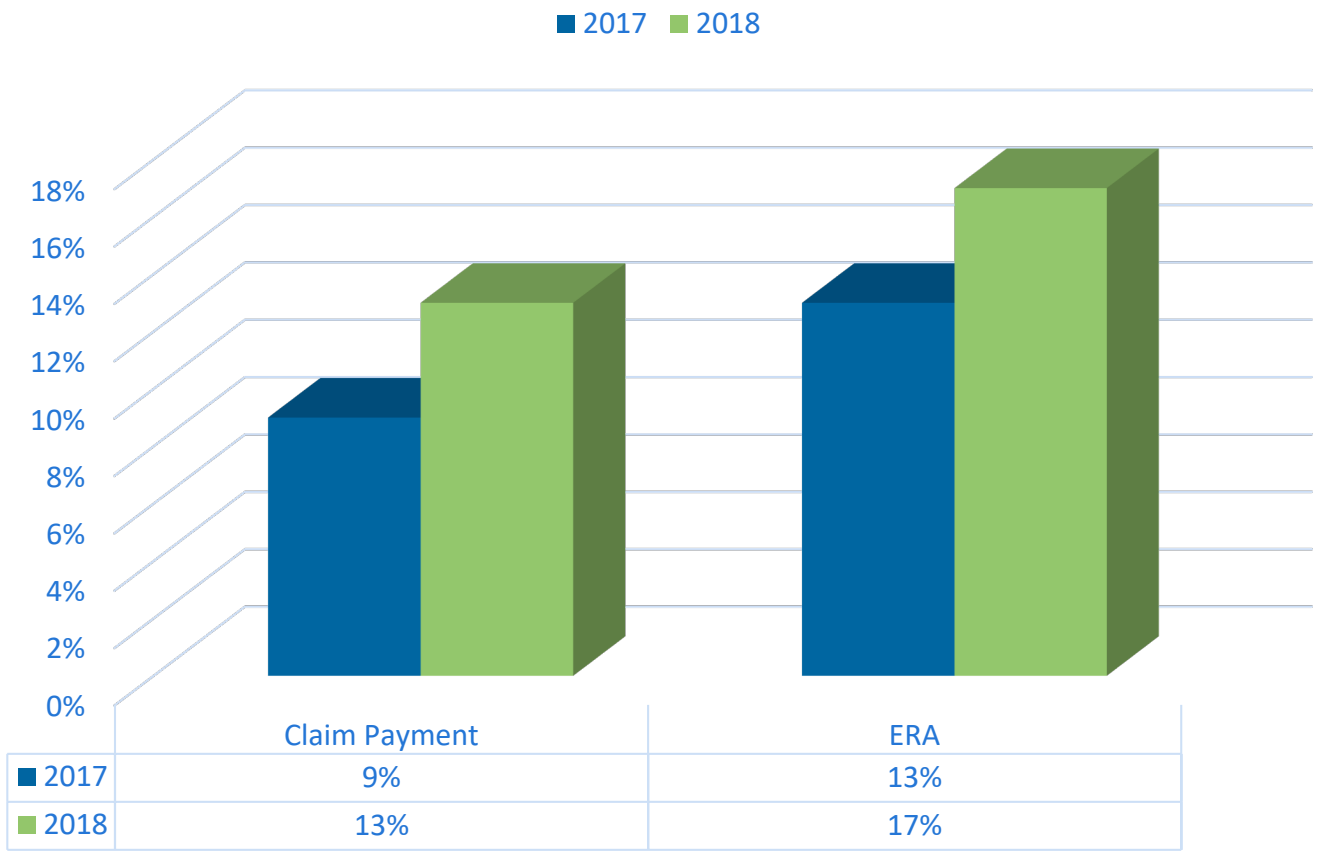
Alternative Slides

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CORE PAYMENTS

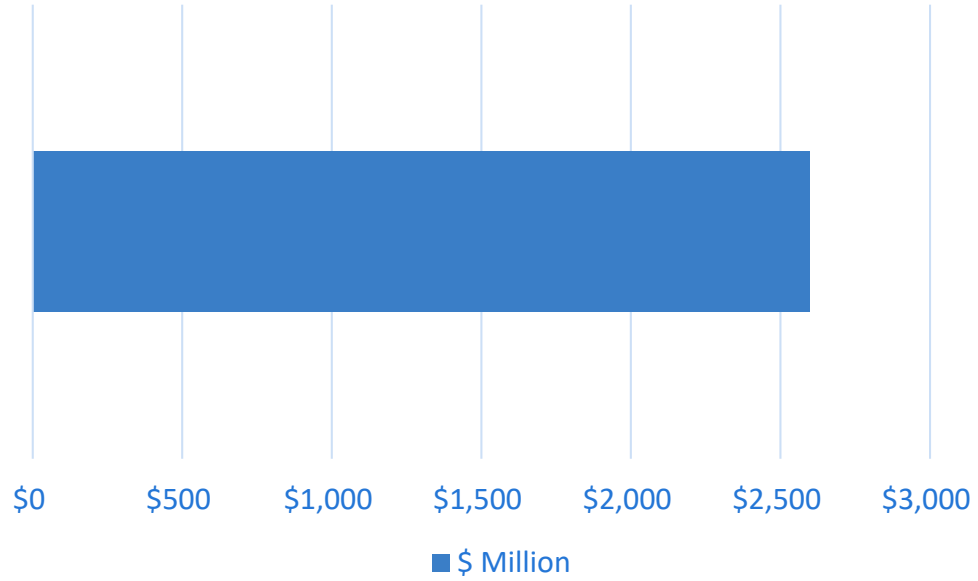
Adoption of Epayments & ERAs in Dental Industry

Dental Adoption Penetration



	Claim Payment	ERA
2017	9%	13%
2018	13%	17%

Dental Savings Opportunities



- Dental savings opportunity - $2.6B

CAQH Index Report 2018

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QUALITY
Medical Records Exchange

Transmit sensitive files as needed with security

- Allows payers & providers to upload/download medical records anytime
- Allows providers to send attestations if necessary
- Enables exchange of documents between payers and providers
- Enables payers to deliver important clinical communications to entire provider network on demand
- Reduces HEDIS administrative burden

