



Offering Providers their best ROI solution with the ROI+ platform

Same-Day Fulfillment

- Our ROI+ request fulfillment platform enables single path, on-site, *same-day* request fulfillment satisfaction.
- Other ROI vendors transmit requested PHI content to a remote physical location for final processing, which adds days to the fulfillment timeframe.
- ROI+ can operate in both inline and batch mode to ensure flexibility in the fulfillment workflow process, as determined by both the volume and request type landscape of each Provider client.



Requestor Satisfaction

- Our Provider clients report that over 95% of all PHI delivery is accomplished via the ROI+ Web portal.
- Our Requestor community gives the ROI+ Web portal a 5-star rating, which is the highest rating possible.
- No other ROI fulfillment platform approaches the sophistication and level of Web delivery achieved by ROI+. ROI+ Requestor satisfaction surveys indicate that Requestors are relieved to no longer have large paper files and faxed documents to manage.



Revenue Sharing

- As a Web-based platform, ROI+ eliminates the traditional off-site expenses that burden other ROI vendors.
- Our extensive ROI+ automation reduces ROI FTE overhead by more than 50%, further reducing costs. Inline processing combined with process automation creates the opportunity for the greatest percentage of revenue share participation by the Provider.



Unprecedented Compliance

- ROI+ provides an indelible audit trail of all PHI viewing activity, which is essential to proving HIPAA compliance.
- Whenever a patient medical record is viewed, either in the ROI+ request processing module or the ROI+ Requestor Web portal, an audit record is created, detailing who accessed the medical record, when it was accessed, and the exact portion that was viewed.



Provider Oversight

- ROI+ displays the progress status of every request transaction: Logged, Rejected, In-Process, Completed, and Viewed.
- Each request transaction is color-coded to aid in the review and QA process.
- The Digital Dashboard enables Providers to instantly visualize PHI request activity in real-time and respond. Accessing data is simple and fast.

Request Status ?	
FAXes	8
DDS	OK
UnPaid	23
Not Viewed	38
Stale Requests	39

Tracking Transfer of Custody

- The ability of ROI+ to track all parties who have accessed and viewed a patient medical record relieves the Provider of sole custodial liability, should a third party create a HIPAA breach or engage in any other type of unlawful disclosure of a patient's medical record.
- ROI+ documents the "chain of custody" for requested medical records by maintaining a permanent audit record of all viewing activity.



~ Tom Walker, MHA, CMPE, Central Texas Heart Center

"Fulfilling requests for patient charts used to take days and even weeks to complete, and it was impossible to monitor our procedural effectiveness and compliance. Now that we use the ROI+ product, all requests are processed from our NextGen EMR system within the same day. Central Texas Heart Center has achieved a huge reduction in the costly and labor-intensive process of faxing and mailing documents to requestors while dramatically increasing ROI revenue dollars. The ROI+ activity audit log has afforded us absolute HIPAA compliance in fulfilling requests. Finally, ROI+ provides us with a ready-made solution to meeting Meaningful Use core and menu set requirements for providing electronic information to patients in a secure manner without investing in a patient portal."



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Why do some Providers choose to outsource ROI fulfillment?

Providers who choose the outsourcing option generally do so due to the type of ROI requests (# of billables vs # of non-billables), the lack of know-how, or the size of staff needed to meet the fulfillment requirements in a timely and compliant manner.

Why do some Providers choose to perform ROI fulfillment in-house?

Providers who choose the in-house option want to capture all of the available ROI fee revenue and exercise control over the ROI fulfillment process to insure that all fulfillments are completed on time and meet their interpretation of compliance requirements.

How do I pay for ROI+?

We use a transaction-based fee structure, so you are billed based on the number of ROI fulfillment requests you process using the ROI+ platform. We use the same fee structure for all of our clients, whether you are a service bureau, physician, or hospital.

As a physician or hospital, does ROI+ cost me more than I am currently paying for a service bureau to handle everything for me?

While your service bureau might not send a bill, you are still paying for their services. They are actually collecting and keeping all of the ROI fulfillment fees that would otherwise be yours.

Do I really save time and money with ROI+?

Unlike all other ROI vendors, we offer a Web-based system that does not rely *at any point* on a remote physical location to process requests, even on the back-end. ROI+ enables you to shorten the fulfillment timeframe, even down to same-day fulfillment, whether you are a service bureau, physician, or hospital.

Why is ROI+ Web delivery different than that of any other ROI vendor?

Only ROI+ achieves a 95% rate of self-access by Requestors via the ROI+ Requestor Web portal. The average Web delivery for the ROI industry is less than 10%, with 90% of deliveries accomplished by costly fax and paper delivery.

Will the number of users or seat licenses be limited?

No, there is no limit; you determine the number of users. There are no license fees.

Is this system secure?

Yes, it is secure. ABT Medical has a proven history and unmarred record spanning several industries (including the stringent financial, insurance, and brokerage industries) of engineering Web-based platforms that do not compromise your data.

Billing is a headache. Does ROI+ help me with this part of the fulfillment process?

ROI+ is designed to generate invoices for you automatically, based on your specific state's fee schedule and type of request. You no longer need to figure this out for yourself because it is built in--and you can easily adjust your invoices to include discounts, credits, or other changes before sending them out.

I lose significant time and money processing disability claim requests for Social Security. What can you do to help me?

We can make your non-profitable, time-consuming DDS requests profitable by increasing your efficiency and decreasing your costs. In conjunction with the Social Security Administration, we developed ERE-Xpress, an automated Web site that enables you to send requested health records to state DDS agencies instantly and seamlessly. ERE-Xpress is linked directly to Social Security's ERE system, which forwards all records to the appropriate federal or state agency.

How do I know if a Requestor received a request?

This is easy with ROI+ because it automatically sends a notification to the Requestor when the requested information is available to view. Then, through ROI+, you are able to see whenever the medical record is accessed by the Requestor, who accessed it, when they accessed it, and the exact portion of the record that was viewed. This information is kept as a permanent record for you, should you ever be asked for proof.

How does ROI+ help me with HIPAA compliance and protect me against claims that I am liable for a breach of compliance?

Unlike other systems, the audit features of ROI+ enable you to achieve this level of compliance--and to exceed HIPAA requirements, in fact. Whenever a patient medical record is viewed, either in the ROI+ request processing module or the ROI+ Requestor Web portal, an audit record is created, detailing who accessed the medical record, when it was accessed, and the exact portion of the medical record that was viewed.

Does ROI+ track "chain of custody"?

The ability of ROI+ to track all parties who have accessed and viewed a patient's medical record relieves the Provider of *sole* custodial liability, should a third party create a HIPAA breach or engage in any other type of unlawful disclosure of a patient's medical record. ROI+ documents the "chain of custody" for requested medical records by maintaining a permanent audit record of all viewing activity.

We lose money and time because Requestors don't pay and we must spend a lot of time following up with them. Can ROI+ help me with this?

Yes, ROI+ handles this task for you automatically. A Requestor cannot view the requested record until you mark the request as "paid." You are no longer put in the position of trying to recover funds owed to you after the fact.

Does ROI+ allow for continuity of care releases?

Yes, these records, which are unmanageable as paper files, stay intact as an electronic file for easy viewing and searching. As a consequence, this format benefits both Provider and patient.

Can Requestors pay the fulfillment fee online?

Yes, ROI+ allows Requestors to pay conveniently by credit card. A receipt is generated automatically, and the Requestor can view the PHI immediately after payment.