

ChartMaker® Go

All your locations in the palm of your hand.



For Physicians

A comprehensive medical billing and scheduling system that captures charges and manages schedules on your mobile device.

Inpatient, outpatient, office based billing - it doesn't matter to us. With ChartMaker Go you can do all of your medical billing with one affordable system from STI Computer Services.

The ChartMaker Go Mobile Billing System includes an integrated mobile charge capture system using your smartphone. You can even view office appointments and hospital rounds on your smartphone for easy access.

You can access your patient information from anywhere because ChartMaker Go is a cloud based application, so STI is maintaining your data on our secure servers, backing up your critical financial information, and updating your programs saving your staff hundreds of hours per year in wasted time doing back-ups and loading new program upgrades.

Our mobile phone interface allows you to check patient information on your smartphone from anywhere. Need a patient's telephone number? You have it. Need to call them? Tap the number on the screen. Are you allowed to speak with the person on the phone about the patient? Check the Health Care Proxies section within the patient information on your smartphone. Where do I need to be tomorrow? See your smartphone for hospital rounds by facility, location, or office based appointments. ChartMaker Go can display patient room numbers for rounds, as well as track the patients you've seen.

Best yet, you can capture charges on your smartphone from any facility and they are automatically transferred into your ChartMaker Go medical billing system for your staff to process. Need to attach a comment to the charge for your staff? Forget writing a long note to your billing people, talk it into your smartphone with speech to text.

Can't remember if you entered a charge for that patient encounter? We've got you covered with the ability to review charges. What charges did you or an associate enter for that patient during the last visit? You can see that, and repeat the charge with tap on your smartphone. You don't even need to repeat the same information from a previous encounter, because it's on your smartphone. Need a new ICD10? You can search right within the application and add it to your favorite list.

Did we mention it's affordable? ChartMaker Go starts at \$399/month for your medical practice* and \$59/month/provider for Electronic Data Interface (EDI) clearinghouse fees. It will pay for itself just in lost charges, not to mention all the time your staff will save entering charges from your cryptic little paper billing notes that you gave to them in the past.

ChartMaker Go processes your office and hospital charges and includes an appointment scheduler that can automatically check patient eligibility online. Billing is electronic and includes automatic payment posting and electronic patient statements. If you need help with billing or collecting patient bills we can help you there as well.

Check inside for all the other things ChartMaker Go can do for your medical practice, or check our website <http://sticomputer.com/chartmaker-go/> for more information and free webinars on the ChartMaker Go Mobile Billing System and to see it in action. For more specific pricing email jcerra@sticomputer.com or call Joe Cerra at 800-487-9135 extension 1188.

**Prices are based on the number of tax IDs and concurrent users, contact STI for an exact price quotation.*



STI ChartMaker® Go Medical Billing System

ChartMaker Go is a comprehensive, integrated, and affordable cloud-based medical billing and scheduling system for physicians that includes the ability to capture charges and view schedules including hospital rounds on mobile devices such as tablets and smartphones.

The nucleus of the system includes medical billing modules to electronically submit insurance claims to Medicare, Medicaid, commercial insurance, and patients for inpatient, outpatient, and office based charges as well as anesthesia billing. Automatic posting of the explanation of benefits, as well as eligibility checking are included. Integration of mobile devices, such as smartphones, allows physicians to view patient and appointment information when out of the office, and enter patient charges from their smartphone that automatically appears in the ChartMaker Go Medical Billing System for processing by the physician billing staff or billing service.

ChartMaker Go includes a comprehensive appointment scheduling system for office appointments and hospital rounds. Appointment and hospital round informa-

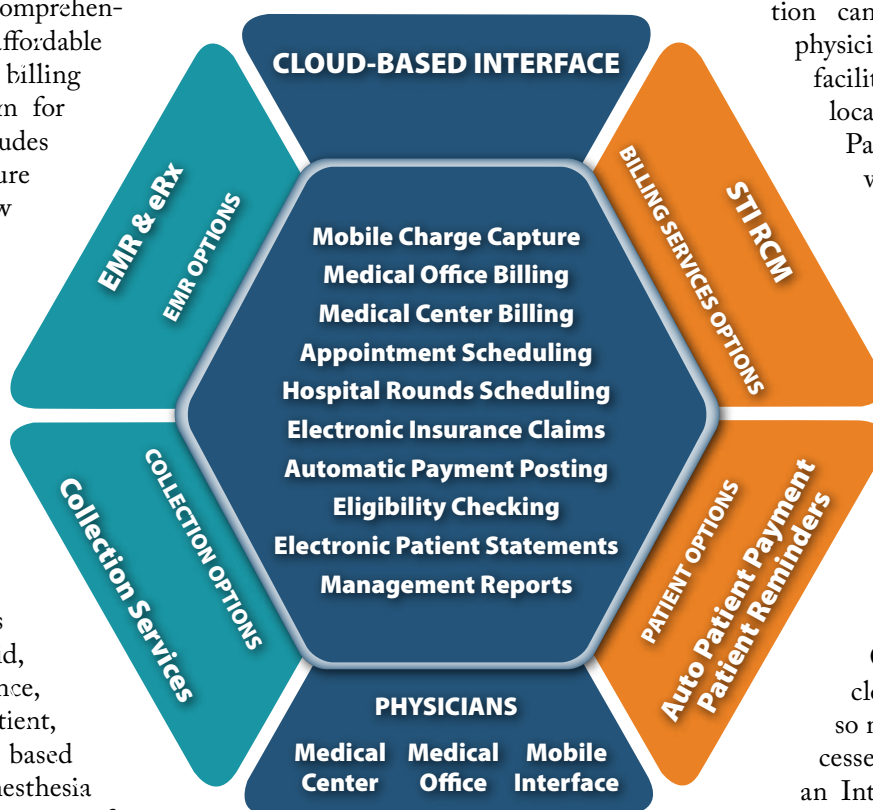
tion can be viewed on the physician's mobile device by facility location and includes location and room number.

Past charges captured within ChartMaker Go can be reviewed remotely on the mobile device and new charges can be entered for current encounters by simply selecting the patient and modifying the old charge or entering a new charge.

ChartMaker Go is a cloud based application, so medical data can be accessed from anywhere with an Internet or cellular connection on a mobile tablet or smartphone. Data is maintained on secure servers, with backup of critical financial information, and automatic program updates from STI, saving medical staff hundreds of hours per year in wasted time.

ChartMaker Go starts at \$399/month per medical practice and \$59/month/provider for Electronic Data Interface (EDI) clearinghouse fees.

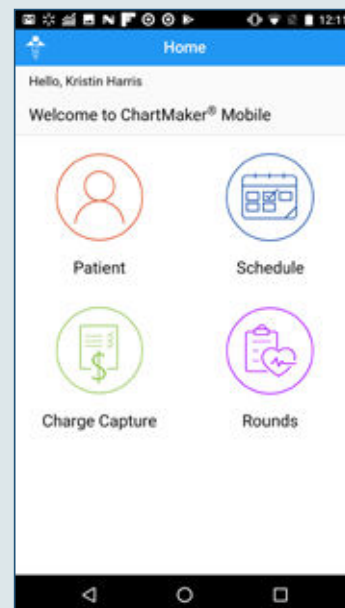
For information call Joe Cerra at 800.487.9135, ext. 1188 or by email jcerra@sticomputer.com



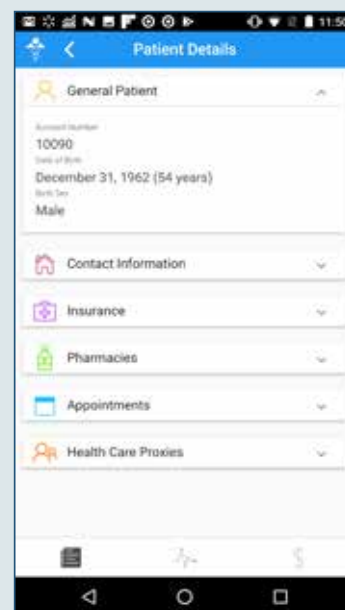
ChartMaker Go offers additional options and interfaces at an additional charge including:

- Electronic Prescribing (eRx) including controlled substances
- Patient secure portal
- Patient appointment and recall reminder calls, email, and text messaging
- Electronic patient statements with electronic payment services
- Patient pre-collection warning letters
- Bad debt collection services
- STI ChartMaker Clinical Electronic EHR
- HL7 interfaces to other EHRs
- Hospital and medical center interfaces
- Billing Service & Revenue Cycle Management (RCM)

With ChartMaker Go all of the patient information that you need is in your pocket. You can access your valuable information just by pulling out your smartphone and accessing our secure servers. By entering your password, you can quickly access your patient and office information. The main screen shows you icons for your main functions like patient information, appointments, hospital rounds and remote charge capture.



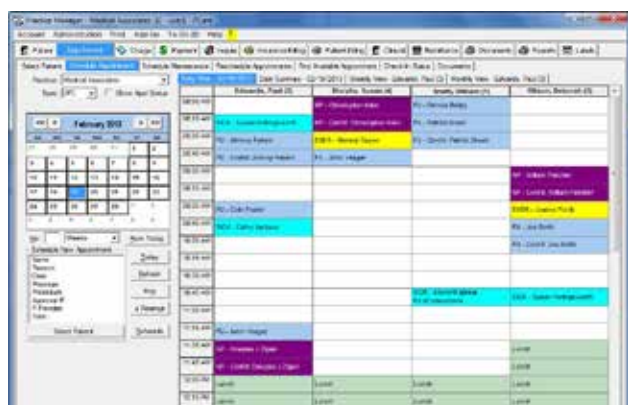
If you need to contact one of your patients just click on the patient icon and search for your patient name and you access information about that particular patient such as their address and telephone number, insurance, and pharmacy information, appointment and proxy information. Tap on the patient telephone number and ChartMaker Go will call the patient.



Appointment Scheduling System

You have the ability to schedule appointments separately for all your providers and practices, for years in advance! The system gives the office staff tremendous flexibility in specifying not only when, but also how appointments are scheduled. Once built into the system, even untrained operators can schedule appointments effectively and accurately.

The office calendar screen gives the operator an at-a-glance indication of how busy each day is. Color can be used to indicate the type of appointment scheduled. The system also checks pre-certification authorization, surgical follow-up days and tracks missed or canceled appointments in the patient's inquire file.



Office schedule view.

Check-in and Patient Tracking

A patient can be checked-in once they arrive and their time and location tracked throughout your practice.

Electronic Eligibility Checking

The office staff can quickly verify patient eligibility directly from our Appointment System or on a per-patient basis. Other functions included are computerized patient recall reminders for procedures like office followup, tests, medications, x-rays, or exams.

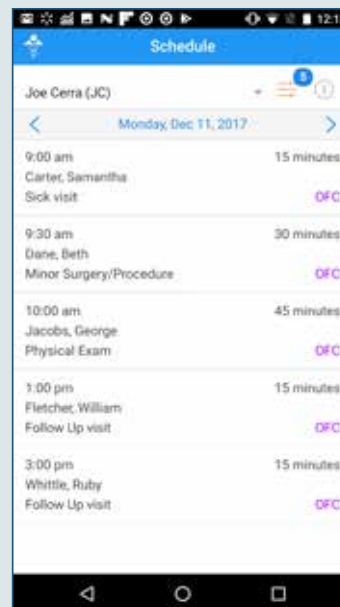
Hospital Rounds

The ChartMaker Go Mobile Billing System includes an area within the patient file to include the facility and room number for the patient. If entered in the system by your staff this information appears on your smartphone in the hospital rounds area sorted by facility. For billing purposes, the billing software also tracks admission and discharge dates.

Automatic Patient Reminder Module (optional)

STI Scheduler has an optional module to automate your appointment and recall reminders. The Automatic Patient Reminder Module will automatically dial and remind your patients about their up-coming appointments and recalls on a cost-per-call basis. See page 14 for details.

If you need to check your office schedule, click on the schedule icon on your ChartMaker Go main screen and you can quickly see your schedule.

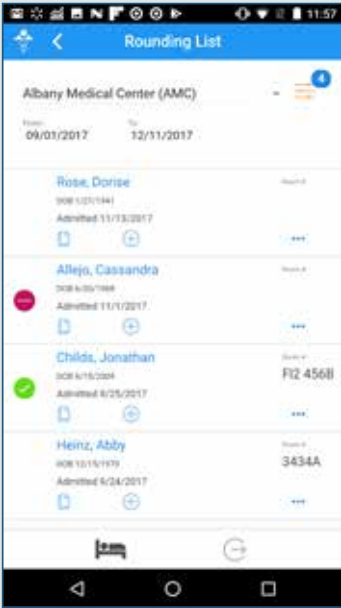


Smartphone schedule view.

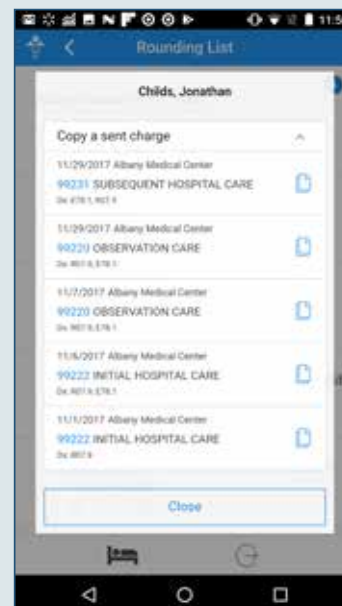
Hospital Rounds information is particularly helpful for physicians seeing patients in the medical center or nursing home location. Your staff can enter patient room numbers within the ChartMaker Go Mobile Billing System and that information appears on your smartphone, sorted by facility. It can even show you which patients that you saw today and who you skipped



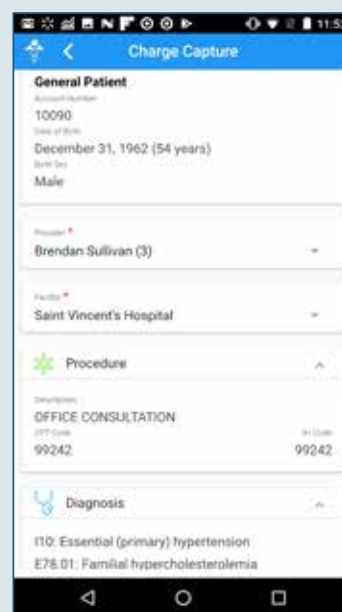
Once you arrive at the facility you can view all of the patients that you need to see today at that location on your smartphone. As you see patients ChartMaker Go shows you a visible indicator of who you've seen and whose been missed.



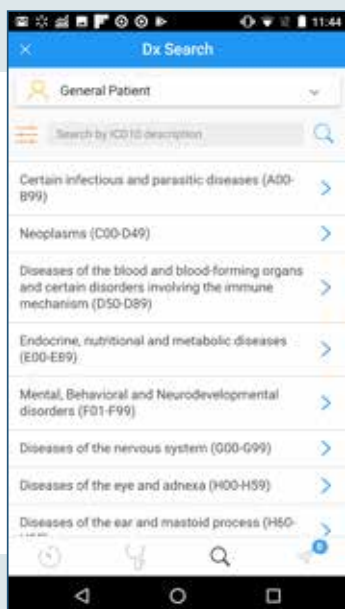
ChartMaker Go allows you to quickly copy a previous charge for a similar visit for an established patient. Just click on the icon and select the proper date and make any necessary changes for today's encounter. If the previous charge was completed by one of your associates you can copy and modify that charge as well. As soon as you complete and click send the new charge appears on the pending charge screen in the ChartMaker Go Mobile Billing System at your office for your staff or billing company to process and submit. No more forgotten charges with ChartMaker Go.



You can create new charges for new patients with ChartMaker Go. New patients and charges can be entered with as little as the patient name, sex and date of birth. You can add typed or verbal comments for your billing staff within your smartphone as well.

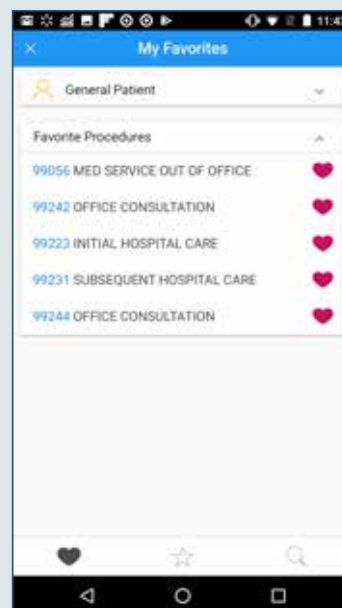


If you find that you are frequently using the same diagnosis or procedure codes you can quickly add them to your favorites list within ChartMaker Go with a tap.



Your mobile device can access the information from the ChartMaker Go Mobile Billing System at your office so you can view or quickly search for diagnosis or procedure codes as well.

ChartMaker Go maintains two types of favorites lists; one created by your staff for all the providers to use and a personal favorites list just for you.



“The Center for Medicare Services (CMS) has reported that it rejects 26% of the claims it receives. While that number is astonishing, more astonishing is the fact that 40% of those rejected claims are never resubmitted. Using Medicare’s statistics, the lost revenue per physician is about 10%. On a per physician basis, this ranges from approximately \$25,000 to over \$50,000”. (1)



Electronic Transmission of Insurance

First, electronically submitted claims are scrubbed for errors by ChartMaker® Practice Manager. They are not keypunched or manually reviewed at the insurance carrier and, therefore, less likely to be rejected. Studies show that practices that bill electronically experience 21% fewer rejections. (2)

Second, within 24-48 hours you will be electronically notified that the submitted claims have been accepted or rejected. If rejected they can be corrected and resubmitted the same day.

Third, electronically submitted claims are typically paid faster. “By law, Medicare must pay an electronic claim in 14 days. The same paper claim wouldn’t be paid until day 26.” (2)

Fourth, electronically submitted claims are automatically tracked with ChartMaker® Practice Manager. If a claim is not paid within the agreed to time, a report can be generated, the carrier contacted and the charge reviewed, and ChartMaker® Practice Manager can automatically resubmit the claim.

Fifth, after you are paid, ChartMaker® Practice Manager checks your contracted fees to ensure that you are being paid correctly, and automatically bills your secondary carrier or the patient.

The Paper Chase

With hard-copy claims, there is no way of knowing if the commercial carrier received your claim or its status without a telephone call for follow-up.

Auto Posting

In many cases, ChartMaker® Practice Manager electronically posts your EOMB automatically, checks your profiles for correct payment accuracy, and balance bills your patients, saving most practices hundreds of labor hours each year.

(1). HCFA Continues to “Re-Engineer” Medicare. BDO Seidman, LLP, Healthcare Advisory vices newsletter. March 2000.

(2). Speed up payments with electronic transmissions, by Kristie Perry Dolan, Medical Economics Magazine, October 27, 1997, pgs 59-60.

Electronic Patient Billing Statements

Electronic patient billing statements saves your staff time and provides a more professional image for your practice. Why waste time printing and stuffing patient bills into envelopes and sticking on a stamp? Hand processed bills are typically sent out monthly to reduce the workload for your staff. Electronic patient billing statements are sent out weekly on a cycle billing basis and increase collections from your patients. Your patient bill is laser printed and delivered in a timely manner.

Electronic patient billing statements includes handling, the statement form, printing, mailing costs including postage, and a return envelope to your practice. Electronic patient statements are charged to the practice at a cost \$0.63 for a one-page statement plus \$0.12 for each additional page to the same patient, based on the current first class postage rate of \$0.49 (effective January 22, 2017). Chartmaker Go includes and requires electronic patient billing statements

Experience

We have the experience you require from a medical office vendor. We've installed over 3,000 practices since 1979. When you need to replace an old, inefficient billing system. STI is the right choice for your medical practice.

Support and Training

One of the first and most important aspects to consider is the level of support that will be included with the new system. It's important to know how well a company can assist you when you need them, how they train you, and how quickly they answer the phone when you have a question.

Cost

Many practices put too much emphasis on the cost of the system as the sole buying criteria. A medical system is a complex combination of computer equipment, software, training, software updates, support, and hardware maintenance. Cost is just the tip of the iceberg.

Affordable

ChartMaker Go starts at \$399/month per medical practice and \$59/month/provider for Electronic Data Interface (EDI) clearinghouse fees. Prices are based on the number of tax IDs and concurrent users, contact Joe Cerra at 800.487.9135, ext. 1188 or by email jcerra@sticomputer.com for an exact price quotation.

Lessons Learned

In selecting any software or services the most important element is the viability of the vendor providing the product and their commitment to keeping the product up-to-date.

How Practices Select Computer Systems - Criteria

First time:

1. Price (56%)
2. Easy Implementation
3. Easy to Use
4. Software Fit
5. Function
6. Equipment
7. Growth
8. Support
9. Documentation
10. Vendor

Second Time:

1. Support (56%)
2. Vendor
3. Equipment
4. Growth
5. Software Fit
6. Documentation
7. Function
8. Easy Implementation
9. Easy to Use
10. Price

Source: IBM Study



Common Sense vs. Nonsense

"It is unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money — that is all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do.

The common law of business balance prohibits paying a little and getting a lot — it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better."

John Ruskin (1819 - 1900)

ePrescriptions Module

When you see a patient for a problem, you can review any medications that you prefer to prescribe for this condition. With a mouse click or pen tap, you can ePrescribe the patient prescription, with dispensing and personal instructions, update the active medication list, and add the drug to the patient's history.

The ePrescriptions Module is \$75/month/prescriber and shares patient demographics data so there is no double entry of patient information required. It also includes drug interactions, the ability to prescribe for controlled substances (token is required at an additional price) and formulary information, and maintains historical prescription information.

STI's — White Coat of Quality Award



For the sixth consecutive year, Surescripts, the nation's leading health information network, honors 16 health systems and technology vendors with the 2015 White Coat of Quality Award, recognizing their dedication to continually improving data quality and patient safety in e-prescribing.

STI is one of only 16 recipients in the US that received this award.

ChartMaker® Clinical EHR Module

The STI ChartMaker® Clinical module allows the physician and your staff to create customized templates for specific needs and to create progress notes, provide personalized patient handouts, and additional correspondence. The Clinical module is \$200/month/provider and includes the ePrescriptions Module.

You can easily select a template(s) and complete an evaluation. Notes can be entered either by mouse, pen, transcription, or spoken directly into the ChartMaker® voice recognition module. Prescriptions or laboratory work is monitored through the system. You can quickly create any required correspondence to a referring physician based upon the information found in the chart. Plus, you can improve your level of chart documentation with our E&M Coding Assistant.

- ♦ Eliminate lost charts. Get out of the office and access your charts from home or other locations
- ♦ Produce legible, compliant chart notes
- ♦ Laboratory and Medical Center Interfaces
- ♦ Patient Portal and Health Portal

Interfaces to Third Party EHRs

We provide HL7 Interfaces to many third party EHRs. If you have an EHR that you currently use check with us to see if we have interfaces for it. HL7 interfaces include ChartMaker Go appointments to the EMR, ChartMaker Go Patient demographics to the EHR and receiving charges from the EHR to ChartMaker Go. Interface prices depend upon current EHR and the number of interface required, please call for an exact price quotation. Please note there may a charge from your current EHR vendor as well.

ChartMaker Go has an interface to the ChartMaker Clinical EMR (available at an additional charge). If you use STI's EMR you can also access your patient clinical information on your smartphone or mobile device as well.



STI Computer Services, Inc - ChartMaker® Medical Suite — v. ChartMaker® 2016
Drummond Certification Number: 11122015-4410-8



Billing Service and RCM Options

A successful billing process starts with the right practice management and electronic billing software like ChartMaker® Go. Once you've chosen your computer technology, the next step is to decide whether to assign the billing function to your own office in-house staff or outsource it to an STI Revenue Cycle Management (RCM) Partner.

The billing process relies on getting the correct patient and insurance information into the system. Errors in data entry result in rejections, and it's possible that a claim can be electronically submitted but immediately denied without ever entering the payer's system for processing.

An STI RCM Partner can ensure that charges entered by you or your office staff are done correctly and completely. They will submit your claims, retrieve the next-day reports, and resubmit any necessary corrections. They will record payments and follow up on denials, rejections, and low payments.

Skilled staff at an RCM Partner can review your aging reports for slow pays, uncover unpaid claims that have been purged by the insurance companies, and send bills to secondary payers.

The advantage of using an RCM Partner is that you reduce internal labor costs and a professional partner most likely will have more experience dealing with the insurance carriers. That frees your staff to provide better patient service and not sit on the phone talking to insurance carriers.

The combination of the STI ChartMaker Go Medical Billing System with a professional RCM service to verify the accuracy of billing information and to follow-up on claims may provide your practice with an advantage. Billing Service and RCM prices vary based upon your annual payments received, and may include a free copy of ChartMaker Go and/or MIPS Assistance if you qualify. Please call for an exact price quotation.



Collection Services Options

You deserve to be paid for your medical services, so past due accounts for medical services rendered affect your bottom line, but patients must be treated with dignity and respect. Medical debt for charges not paid by insurance can be stressful to most patients. A good collection option provides assistance to patients that need help to manage their medical debt. Once your staff has done their best to collect patient bills, it may be time to refer the account to a professional collection organization.

Pre-Collection Letters

Once the patient refuses to respond to your staff's collection effort it's time to get professional help. No one wants medical expenses to affect a patient's credit rating, so the first step in medical collections is to send a patient a series of letters from the collection company. The purpose of pre-collection letters is to educate and explain the seriousness of the debt and how it could affect the patient's credit rating in an attempt to get the patient to pay their bill. With Pre-Collection letters, you pay only a small flat fee for the service (\$6.95 for a 3-letter series or a combination of letters and phone calls) and no commissions are taken. In fact, payments are directed to your office, not the agency. You are only required to notify the agency of payments received.

Medical Collection Services

If the patient refuses to respond to pre-collection letters the practice has two choices. First, you can write off the patient payment as bad debt, or you could turn the patient over to a medical collection agency for bad debt collection.

This involves personal contact with a professional medical collections person that understands federal and local laws on debt collection. The medical collection agency can put together a plan for payment if the patient is responsive or as a last resort turn them over to the legal system for resolution. Fees are charged on a contingent basis based on volume and age of the debt at time of placement as well as any special services requested. If the patient bill is not paid you are charged nothing. Some restrictions may apply.



Patient Reminder Calls

There is no longer a need to lose valuable staff time making appointment reminder phone calls. Over 75% of calls go to voice mail or answering machines. A personalized message is more effective than manual dialing without the loss of valuable time. STI's Patient Reminder Module will decrease "no shows" and improve your bottom line. Low, monthly fee includes everything you need to be assured that patient appointment reminders and recalls are being made.

The ChartMaker® Go Patient Reminder Module monthly fee is based on reminder and recall volume. A reminder is based on the telephone number, text, or email address provided and is only calculated when a successful connection to a patient or a patient's answering machine is detected and/or if an email was delivered (and did not come back as undeliverable).

1 – 1,000 Reminders per month:	\$0.19 each
1,001 – 2,500 Reminders per month:	\$0.17 each
2,501 – 5,000 Reminders per month:	\$0.15 each
One Time Set up fee is \$250	

Benefits Include:

- ◆ Emails and texts can be sent in addition to calls
- ◆ Using your practice's name and number on the Caller ID, making patients more likely to answer
- ◆ The Reminder uses your own voice, making automation a more personable experience
- ◆ Messages can be customized based on Schedules, Providers, and Appointment Reasons
- ◆ An email notification can be sent to your staff when a patient needs to reschedule
- ◆ Messages can be delivered in any combination and at any number of days before the appointment



STI ChartMaker® Go Webinar — Learn More

This webinar will cover the functions and benefits of using The ChartMaker Go Mobile Billing System, and includes a live demonstration of the system with time set aside for questions and answers. This is a live webinar and not a recorded presentation. Total time 30 minutes.

Topics Include:

- ◆ View office appointment schedules
- ◆ Using new rounds feature
- ◆ Functions of the ChartMaker Go Medical Billing software
- ◆ Enter patient charges (which are automatically sent to the medical billing system)
- ◆ What is an ASP Cloud Based System
- ◆ Copying a past charge for today
- ◆ System Costs

Scheduled Dates

Thursday, January 11 @ noon
Wednesday, January 24 @ noon
Thursday, February 8 @ noon
Tuesday, February 20th @ noon
Wednesday, March 7th @ noon
Thursday, March 22nd @ noon

Go to <https://sticompservices.webex.com>

Find today's noon ChartMaker Go presentation
and click the green **JOIN** button.



For specific pricing or to order your copy of ChartMaker Go — email jcerra@sticomputer.com or call Joe Cerra at 800-487-9135 extension 1188.

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