



# Healthcare Interoperability

## Healthcare Solutions

Culturing Safety & Quality

Care Coordination

Operationalize Analytics

► Healthcare Interoperability

Data Security and Data Masking

Decision Coordinator, from ServiceSPAN™, uses automation intelligence to streamline, prioritize, and share data from multiple sources, present it in a single, simple work environment. This empowers your staff to make better decisions, quickly.

The combination of human process optimization and workflow management technology ensures greater successful process integration and the improved continuity of patient care. Our technology targets the elimination of complex and redundant work, improving workflow to achieve greater speed and agility. For example, when a company's legacy applications are an obstacle to them changing aspects of their service delivery, back office operations, and/or business model, Decision Coordinator, identifies alternatives.

Decision Coordinator brings tremendous capability to transform business

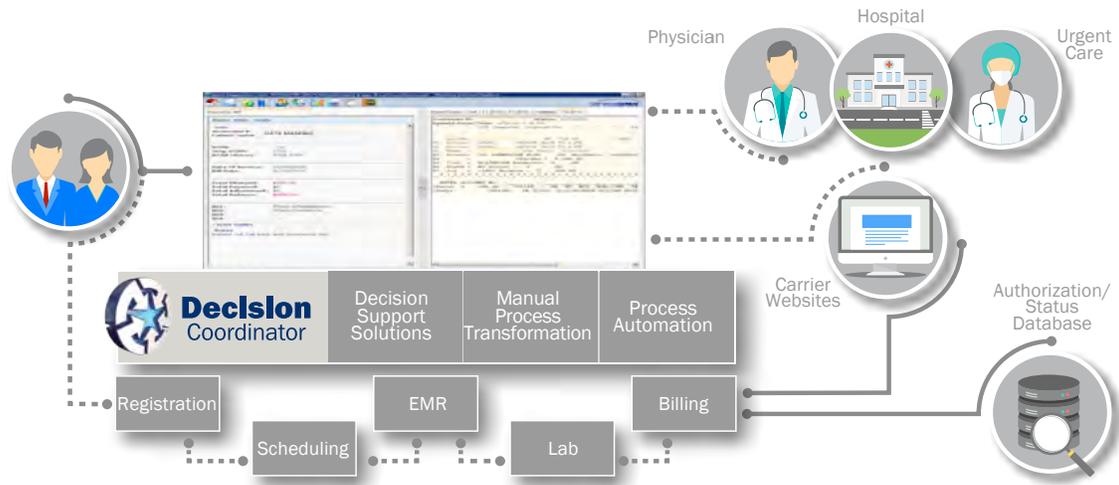
processes and the movement of data across your organization in far shorter time intervals by assisting in the research, extraction and organization of data that is external to your system, but critical to the completion of your processes.

- Streamlining Advanced Beneficiary Notices process (eliminating write-offs)
- Reducing order entry pricing/coding errors
- Routing calls requiring additional attention
- Providing a multiple system visualization focused information.
- Lowering Discharge Not Final Bill (DNFB) days
- Implementing follow up strategies



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Decision Coordinator addresses the many reasons it takes time for people to collaborate efficiently. We eliminate the need to cut/paste information in intermediate steps to process or track in spreadsheets. We enable the ability to:

- Operationalizing process improvements across organizations of people and systems.

- Getting the right person doing the right work at the right time.
- Accelerating communication and collaboration with systems and humans.
- Eliminating work steps from business processes.
- Enabling remote users to participate in a workflow in a secure, compliant and auditable way.

- Layering on software capabilities that allow supervisors to measure and manage a geographically dispersed workforce.
- Manage individual payer connection with scripting enabled, ensuring only relevant information is gleaned and retrieved.
- Easy access to work prioritization and distribution, workflow, and reporting.
- Enabling geographic and process consolidation, cross-correlation throughout the entire operation and added security with data masking functionality.

Our domain knowledge and innovative software capabilities have enabled us to execute on extremely complex technology consulting engagements for billion-dollar corporations, and service those solutions over a decade each.



ServiceSPAN's Decision Coordinator provides interval time reduction by providing an agile software application. We support a configuration that affords facilities a powerful option to break through the barriers of their legacy applications and difficult payer connectivity. We are able to respond to new requirements that develop in this dynamic industry on the fly.

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