



# Transaction Exchange: Payer Services

## Executive Summary

Ingenix Transaction Exchange acts as a single point of entry through which any health care business partner—provider, practice management software vendor, payer, or gateway—can connect with any payer so both sides can reap the benefits of standardized electronic data interchange (EDI). This solution can help by:

- Simplifying connection, processing, and support environments
- Enabling compliance with HIPAA standards for all transactions
- Accelerating claims processing

## Overview

Ingenix Transaction Exchange provides payers with compliance, connectivity, routing, and processing of all HIPAA-mandated transactions, regardless of a payer or provider’s legacy system capabilities. Going beyond traditional “translate and forward” gateway services, our combination of advanced technology solutions with an unwavering commitment to service will help arm your organization and your provider community with the next generation of connectivity.

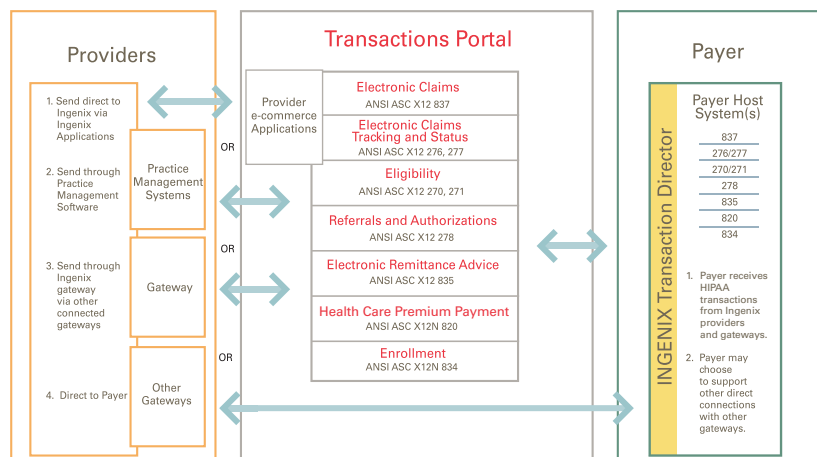
### Service, Service, Service

We pride ourselves on our customer service, as well as our extensive payer list, with as much as 89 percent of claim transactions going directly to the payer. We have put into place many business supports such as enrollment bar coding and a production department that monitors all outbound files to achieve the highest level of technical support for our customers.

### Open and Flexible

Ingenix has the reputation for having an open and flexible environment, which fosters in quick implementations and the ability to meet your customized needs. Whether it is handling special formats or reporting, Ingenix will work to address your specific needs.

INGENIX Transaction Exchange



**Real-Time Responsiveness**

Ingenix Transaction Exchange provides options for accessing real-time transactions. Customers can choose whether to receive automated responses via our integrated solution or via a co-branded queue application for provider access to all the HIPAA real-time transactions, including eligibility, claim status, and referral and authorization inquiries.

**Key Features** 

Ingenix Transaction Exchange offers a unique service offering to our health care business partners. Unlike many service providers in the industry, we do not require exclusive or preferred agreements or limit rebate incentives, nor do we impose proprietary standards on our business partners. Our goal is to make each business partnership a mutual success—both for the short and long term, rather than dictate the terms and configuration of your operating model.

- **Minimal payer implementation fees with competitive transaction rates**
- **Exceptional access—more than 90 gateway connections**
- **Extensive gateway payer editing—includes duplicate checks, provider ID requirements, coding, and claim accuracy checking**
- **Superior customer account management**
- **Comprehensive agreement including 837p, 837i, 270/271, 276/277, 278, and 835 transactions**
- **Proven payer/provider marketing campaign capabilities**
- **Easy-to-use provider applications—direct data entry, file upload, electronic claims tracking, eligibility, claim status, electronic remittance advice (ERA), patient statements, and patient payments**
- **Customized payer programs including online enrollment, online customer chat feature, and special discount provider pricing for target groups**
- **Turnkey integration with Ingenix Claims Manager and Transaction Manager**
- **Consulting and Professional Services to help you plan, implement, and optimize your Ingenix EDI solutions**

We have strived for simplicity in how we implement Ingenix Transaction Exchange for you. Combining today's standards with leading-edge technology, Ingenix offers a connection service that is simple to implement, maintain, and service.

- **Flexible communication protocol—Secure FTP, FTP with PGP encryption, and VPN**
- **HIPAA validation level editing—Level 1 through Level 7 available**
- **Optional customized payer editing and data defaulting is part of standard services**
- **Enhanced customized payer editing and payer routing available via Ingenix Transaction Director and Ingenix Network Director**
- **Multiple file formatting options—ANSI 4010, ANSI 5010, NSF, and proprietary**
- **Payer reporting returned to customers via XML, standardized text, 277, and 977**
- **Interface for real-time eligibility and claims status—Decrease customer service calls**
- **Ingenix Electronic ERA Program—Offer 835s electronically to contracted providers**

Ingenix offers a full complement of solutions and services aimed at driving efficiency and cost savings for your business. Whether you want to send claim payments and remittance information electronically or need help designing and implementing a more customized EDI system, we have the technology and expertise to help you reach your EDI destination.

**Ingenix | Intelligence for Health Care | [www.ingenix.com](http://www.ingenix.com)**

From North America, call: 1-800-765-6034 • [ingenuity@ingenix.com](mailto:ingenuity@ingenix.com)  
For a list of Ingenix global office locations, please refer to our website.

Corporate Headquarters | 12125 Technology Drive, Eden Prairie, MN 55344

Ingenix and the Ingenix logo are registered trademarks of Ingenix, Inc. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Ingenix reserves the right to change specifications without prior notice. Ingenix is an equal opportunity employer.

21705 03/08 Original © 2008 Ingenix. All Rights Reserved