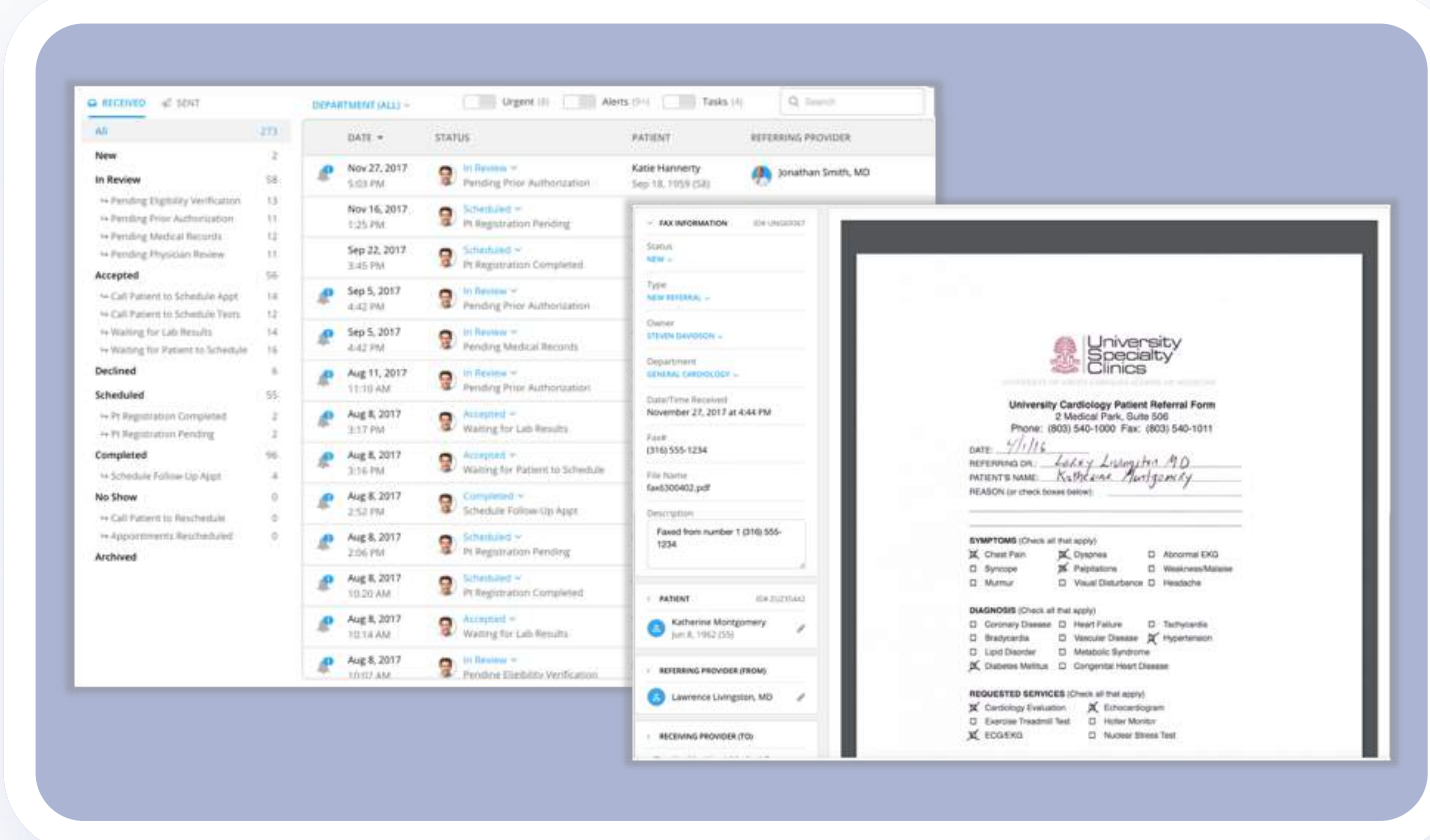


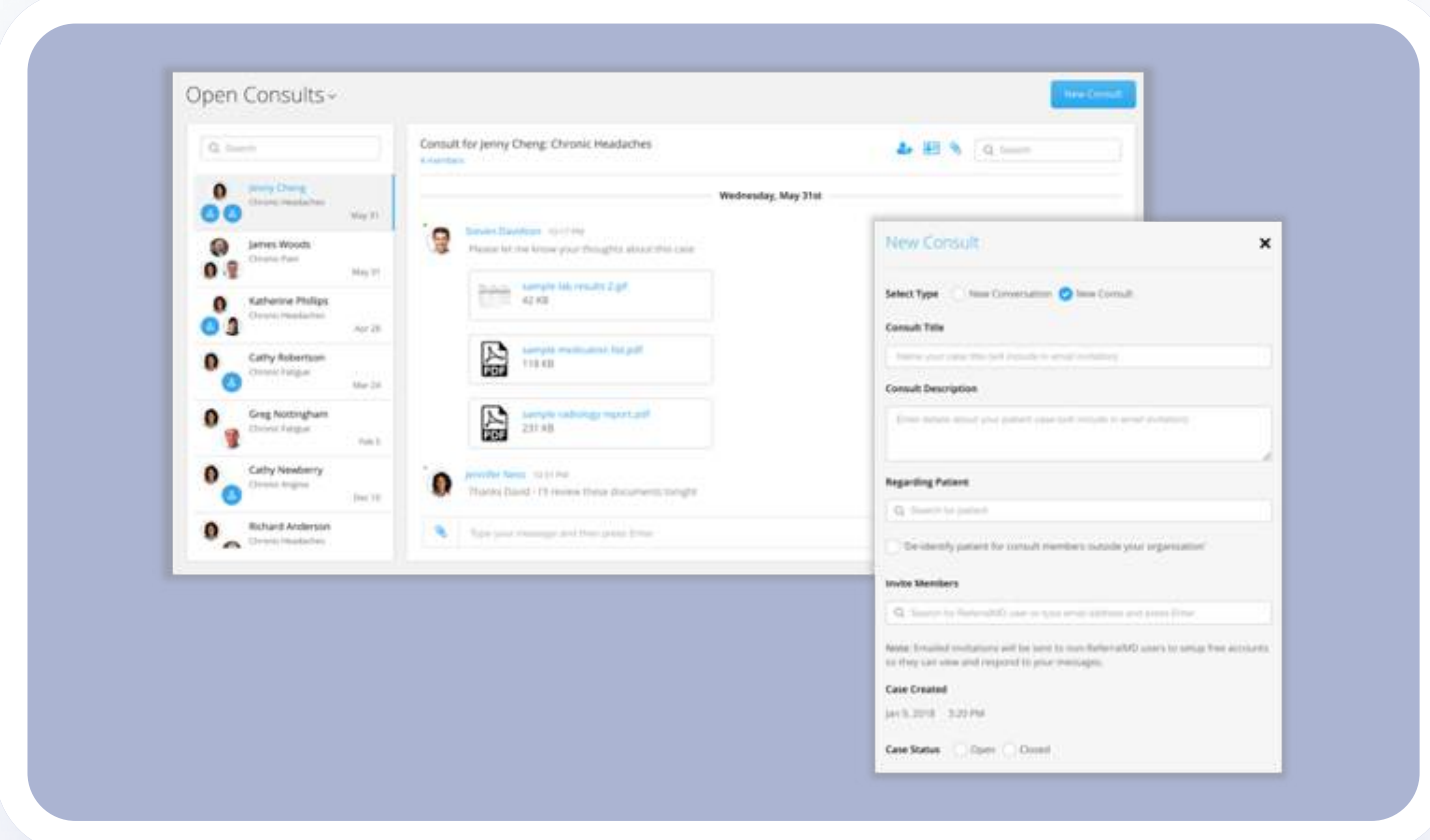
Patient Access

- ✓ Embed provider directory on your website based on detailed provider profiles managed by your organization
- ✓ Provider profiles include specialties, subspecialties, procedures offered, conditions treated, education, etc.
- ✓ Patient scheduling from your website to book or request appointments with customized forms
- ✓ Automated patient communications via text or email
- ✓ Customize templates and rules to trigger messages by organization, region, location or department
- ✓ Send referral notifications, appointment instructions, reminders, surveys and no-show messages
- ✓ Patients can confirm or cancel appointments via text or email which updates EHR or Scheduling system



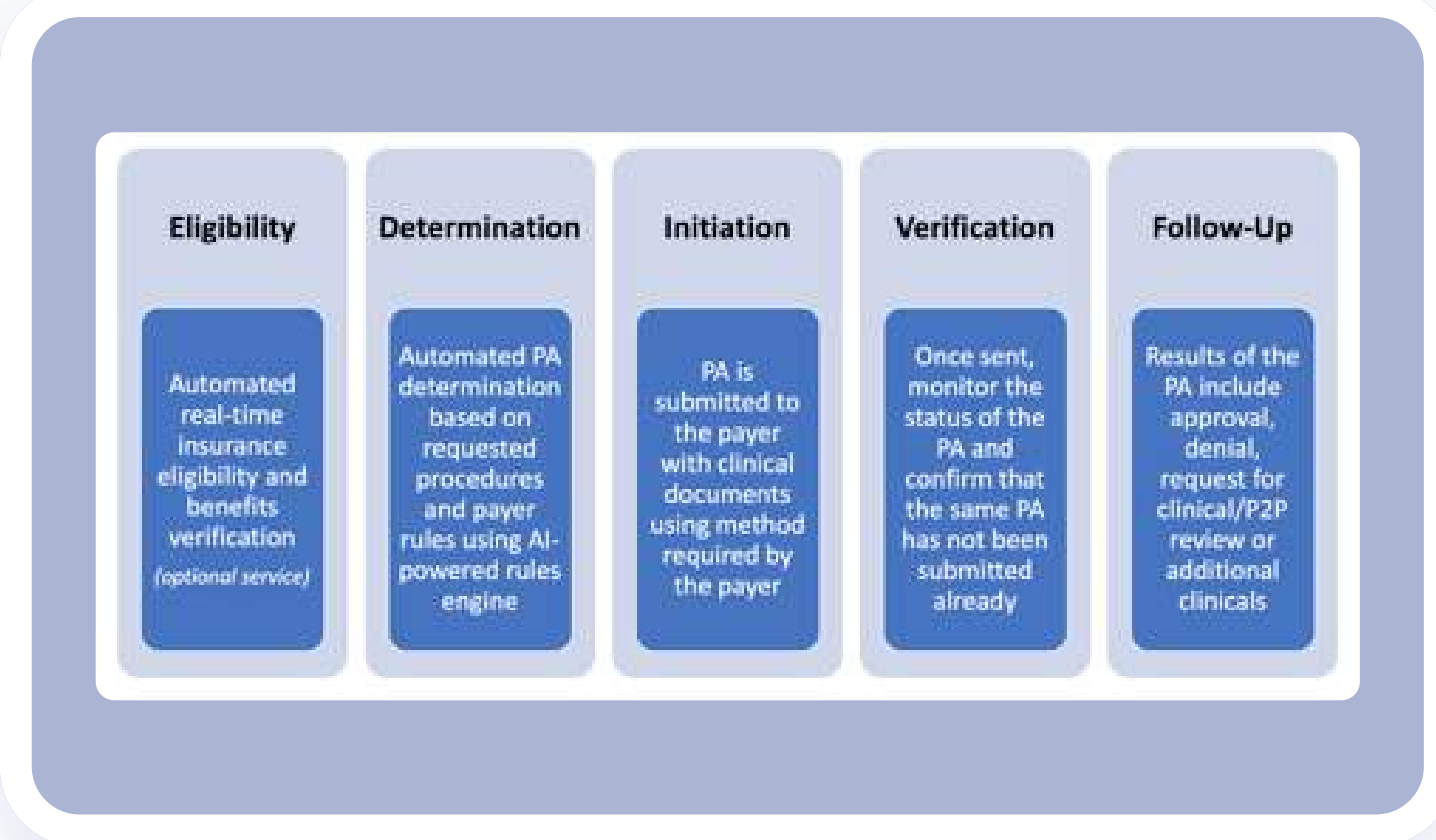
Referral & Fax Management

- ✓ Manage referrals from multiple channels in centralized work queue
- ✓ Define customized workflow steps by organization, region, location or department
- ✓ Send referrals using SmartMatch which ranks specialists using customizable algorithm
- ✓ Automated alerts based on customized rules and automated status updates sent to referring providers
- ✓ Log tasks, notes, calls and emails for referrals and exchange messages between referring and receiving provider offices
- ✓ Manage and process faxes in SmartFax work queue using ported or new fax numbers
- ✓ Split and merge faxes and categorize fax documents using customized categories



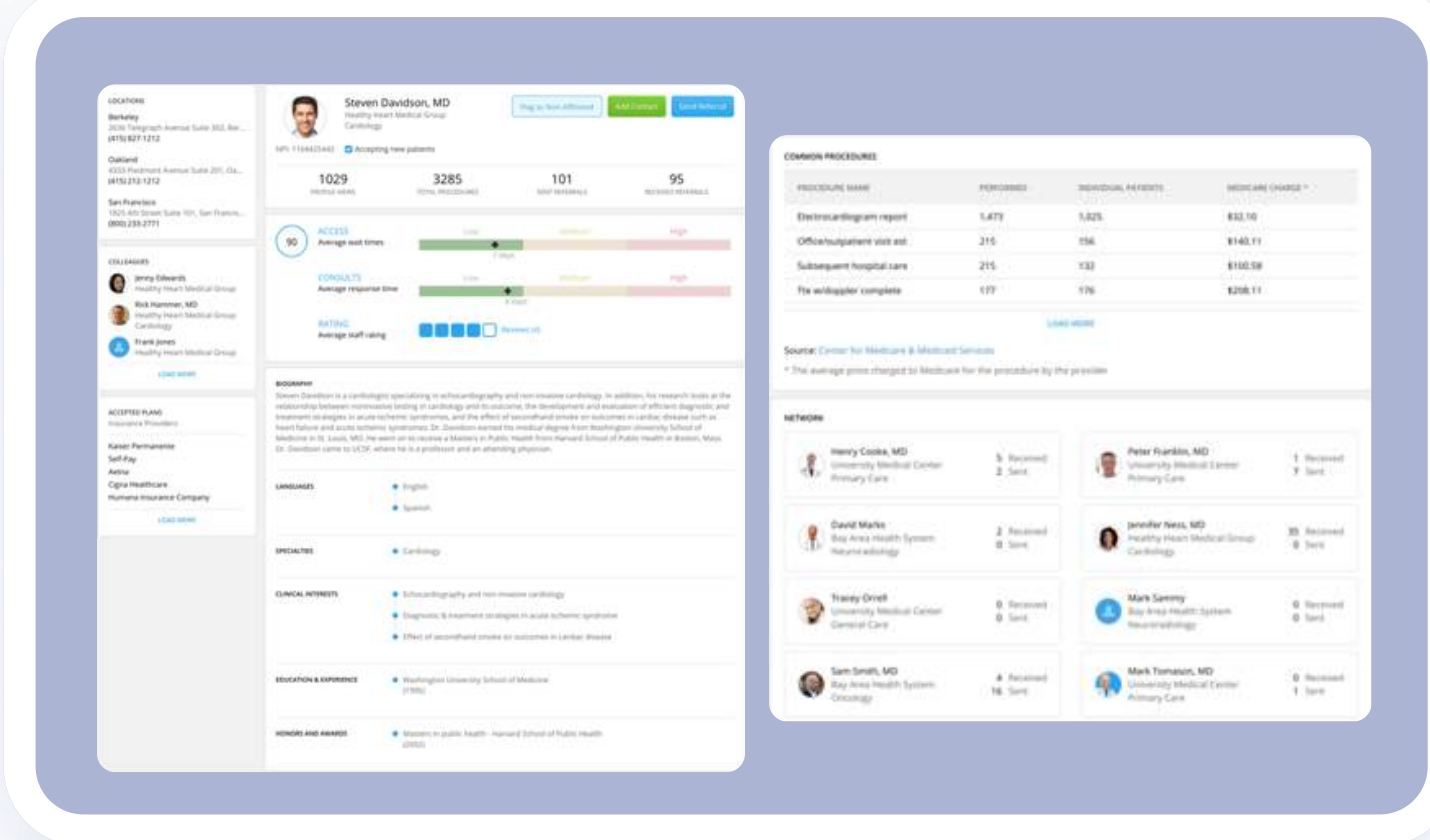
Pre-Referral Consults

- ✓ Automatically send consult requests to specialists prior to sending referrals
- ✓ Define rules to route consult requests to your specialists or ConferMED network
- ✓ Define rules to determine when consult requests are required prior to sending referrals
- ✓ Send consult requests and relevant patient documents to specialists for e-consults
- ✓ Send consult report from specialist to the referring provider's EHR for review
- ✓ If referral is recommended, system automatically converts consult request to referral order
- ✓ If referral is not recommended, system automatically closes the consult request



Prior Authorizations

- ✓ Automated prior authorizations (PAs) process embedded into the referral workflow
- ✓ PAs can be automatically triggered based on referrals, orders and appointments pulled from the EHR
- ✓ Optional insurance eligibility and benefits verification
- ✓ Automated PA determination based on requested procedures and payer rules using AI-powered rules engine
- ✓ PAs are submitted to payers with clinical documents using methods required by the payers
- ✓ After sending, system monitors the status of the PAs and posts updates directly within the workflow
- ✓ PA results include approvals, denials and requests for clinical review, P2P review or additional clinicals



Marketing Tools

- ✓ CRM allows marketing teams to manage their referral network and define customized network tiers
- ✓ Customized CRM workflow tracks the status of each partner relationship throughout the entire process
- ✓ Document outreach activity with referral partners including tasks, notes, calls, emails, meetings, etc.
- ✓ CRM work queue allows users to customize their views to only track their own referral partners
- ✓ CRM dashboard compares marketing outreach activity with referral volume across partners
- ✓ Market research tools include provider directory with over 7 million individual and organization providers
- ✓ Analyze referral patterns between providers based on claims data from Medicare or third-party sources



Real-Time Analytics

- ✓ Powerful analytics across platform based on real-time data
- ✓ Referral reports include Dashboard, Communications, Fax Activity, Leakage Rate, Referral Activity, Maps, Trends, Volume and Service Levels
- ✓ Marketing reports include Dashboard, Competitor Volume, CRM Activity, Trends
- ✓ Drill-down within the Dashboard to access detailed reports with ability to customize views
- ✓ Customize reports including primary and secondary grouping columns, timeline display, search filters and date range
- ✓ Export reports as Excel documents with report parameters, graphs/charts and supporting data
- ✓ Option to integrate platform analytics data with your data warehouse or BI tool

ReferralMD Benefits

ReferralMD helps providers increase revenue, reduce risk and drive short and long-term cost savings while helping patients receive care faster with the most appropriate specialists.

Referring Provider

- Match patients with the most appropriate providers
- Close the feedback loop with real-time referral status updates
- Increased patient LTV
- Operational efficiencies

Receiving Provider

- Keep patients in-network (↓leakage)
- Capture additional referral revenue
- Improve customer service with PCP
- Gain insight into referral patterns
- Operational efficiencies

Patient

- Patient instructions and directions to specialist office
- Appointment reminders and confirmations via text/email
- Follow-up communications

Professional Services

Implementation Services

- Standalone system or fully integrated workflow with EHRs and other systems
- Project management
- Customized workflow analysis
- Training and rollout options available

Ongoing Support Services

- Support via chat, phone and email
- Ongoing training via videos and walkthroughs by module
- Dedicated account manager
- Quarterly business reviews