

CONFIDENTIAL

INPUT Questionnaire

Project Code/Catalog No.

Y W K H C
□□□□□□□□Study Title: Healthcare Services

Interviewer Initials

□□□□

Type of Interview:

Interview Date

12/24/92

☐ Vendor ☐ Telephone

QC Initials

□□□□

☒ User ☐ On-Site

QC Date

□□□□□□

☐ Other ☐ Mail

Data Entry Initials

□□□□

Data Entry Date

□□□□□□

Company:

Foundation Health Corp

Company Type:

Sic code:

6321

Address:

3400 Data Drive

Sales:

1.1 Billion

Employees:

City/State/Zip:

Rancho Cordova CA 95670-7956

Main Phone:

916/631-5000

FAX #

Respondent(s):

Name

Title

Phone/Ext.

Owen BrandtVP of MIS916-631-5000

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.☐ Wholesale☐ Federal Government☐ Process Mfg.☐ Banking/Finance☐ State & Local Government☐ Transportation☐ Insurance☐ Consumer/Home☐ Utilities☐ Medical☐ Other Industry Specific☐ Communications☐ Services☐ Retail☐ Education☐ Cross-Industry

Comments:



INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

In return for your generous contribution of time, INPUT will be sending you a 5 to 10 page synopsis of the results of this study.

DEMOGRAPHICS

1.0 Which of the following best describes your position/institution as a provider of healthcare services? (Check appropriate category.)

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe):

~~HMO~~



CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree your satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	4	IGTDA Qcare IGTDA Qcare
2.1	Claims Preparation (Paper Submission)	I	A	4	IGTDA Qcare
2.2	Claims Preparation (Electronic Submission)	I	A	5	IGTDA Qcare
2.3	Pre-adjudication Services Determination	I	A	5	IGTDA Qcare
2.4	Claims Re-submission (And Follow-Up)	I	A	4	IGTDA Qcare
2.5	Claims Inquiry Reporting	I	A	4	IGTDA Qcare
2.6	Electronic Posting of EOB (Explanation of Benefits)	I	A	4	IGTDA Qcare
2.7	Single Entry Billing & A/R	I	A	5	IGTDA Qcare
2.8	Accounts Payable	I	A	5	IGTDA Qcare
2.9	Practice Management (Including Ad-Hoc Reporting)	Don't DO			IGTDA
3.0	Patient Management & Scheduling	Don't DO			IGTDA
3.1	Mgt. of Local Clinical Information	Don't DO			IGTDA
3.2	Inventory Management	I	M	3	IGTDA



CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations☐ Local Area Network(s)☐ Minicomputer/Mainframe(s) with Dumb Workstations☒ Minicomputer/Mainframe(s) Connected to Local Area Network(s)☐ Other (Please Describe):MID-RANGE COMPUTER

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	2000	
4.2	Minicomputer(s)		
4.3	Mainframe(s)	1	HP
4.4	Local Area Network(s)		HP DON'T KNOW



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	5
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	5
5.4	Automated claims re-submission	5
5.5	Claims inquiry services and/or reporting	5
5.6	Electronic posting of EOB (Explanation of Benefits)	5
5.7	Single entry billing and accounts receivable	5
5.8	Practice management, including ad hoc reporting capability	D.D.
5.9	Patient management and resource scheduling (hosp., tests....)	D.D.
6.0	Management of local clinical information	D.D.
6.1	Electronic funds transfer	D.D.
6.2	Interfaces to third party in-house applications	D.D.
6.3	Inventory management - electronic re-ordering of supplies	3
6.4	Electronic mail (including special interest documents)	4
6.5	Automated updates of coding standards and software releases	4

Don't Do
Don't Do
Don't Do
Don't Do
Don't Do

Could you please list the four most important features or capabilities, including any not mentioned above.

of such a system

- 6.6 Claims Adjudication
- 6.7 ~~Eligibility~~ Patient
- 6.8 ~~Eligibility~~
- 6.9 _____



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

4

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☐ Yes

☐ No

~~Don't~~ Don't DO

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☐ Yes

☒ No

- 9.1 If so, in what time frame?

☐ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

 % ^{on} computer functions \$ 5,000,000 out of 1.1 Billion

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.



INPUT Questionnaire

Y W L H C

Interviewer Initials

Interview Date

QC Initials

QC Date

Data Entry Initials

Data Entry Date

Company Type: 6321

Sales: 598

Employees: 2105

Main Phone: 414, 336-1100

FAX # _____

Respondent(s):

Name _____

Title

Phone/Ext.

Buck Håkanson

Dept. mat.

414-337-5461

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.

☐ Wholesale☐ Federal Government

☐ Process Mfg.

☐ Banking/Finance☐ State & Local Government

☐ Transportation

☒ Insurance☐ Consumer/Home☐ Utilities☐ Medical☐ Other Industry Specific

☐ Communications

☐ Services☐ Retail

☐ Education

☐ Cross-Industry

Comments:



INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

In return for your generous contribution of time, INPUT will be sending you a 5 to 10 page synopsis of the results of this study.

DEMOGRAPHICS

1.0 Which of the following best describes your position/institution as a provider of healthcare services? *(Check appropriate category.)*

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe): _____



CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree you are satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

Developed own system

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	1	A	5	
2.1	Claims Preparation (Paper Submission)	1	A	4	
2.2	Claims Preparation (Electronic Submission)	1	A	5	
2.3	Pre-adjudication Services	1	A	4	
2.4	Claims Re-submission (And Follow-Up)	1	A	5	
2.5	Claims Inquiry Reporting	1	A	5	
2.6	Electronic Posting of EOB (Explanation of Benefits)	1	A	4	
2.7	Single Entry Billing & A/R	1	A	4	
2.8	Accounts Payable	1	A	4	
2.9	Practice Management (Including Ad-Hoc Reporting)				
3.0	Patient Management & Scheduling				
3.1	Mgt. of Local Clinical Information				
3.2	Inventory Management				

*According to the people I spoke to this company
has developed its own programs.*



CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations

☒ Local Area Network(s)

☒ Minicomputer/Mainframe(s) with Dumb Workstations

☒ Minicomputer/Mainframe(s) Connected to Local Area Network(s)

☐ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	500	DTK & IBM
4.2	Minicomputer(s)	1000	?
4.3	Mainframe(s)	2	IBM
4.4	Local Area Network(s)	2	



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	4
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	4
5.4	Automated claims re-submission	4
5.5	Claims inquiry services and/or reporting	5
5.6	Electronic posting of EOB (Explanation of Benefits)	3
5.7	Single entry billing and accounts receivable	3
5.8	Practice management, including ad hoc reporting capability	5
5.9	Patient management and resource scheduling (hosp., tests....)	4
6.0	Management of local clinical information	4
6.1	Electronic funds transfer	4 3
6.2	Interfaces to third party in-house applications	3
6.3	Inventory management - electronic re-ordering of supplies	5
6.4	Electronic mail (including special interest documents)	4
6.5	Automated updates of coding standards and software releases	4

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 5.2 Claims prep. w/ electronic submission
- 6.7 5.5 Claims inq. service & or reporting
- 6.8 5.8 Prac. mgmt incl. ad hoc reporting
- 6.9 6.3 Inventory mgt. elec. re-ordering of supplies



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

5

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☒ Yes

☐ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☒ Yes

☐ No

- 9.1 If so, in what time frame?

☒ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

_____%

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.



CONFIDENTIAL

INPUT Questionnaire

Project Code/Catalog No.

4 W LHC

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Study Title:

Healthcare Services

Interviewer Initials

785

Type of Interview:

Interview Date

7/2/77

☐ Vendor ☐ Telephone

QC Initials

□□

☒ User ☐ On-Site

QC Date

□□□□□□

☐ Other ☐ Mail

Data Entry Initials

□□□

Data Entry Date

□□□□□□

Company:

Chesapeake Health Plan

Company Type:

Sic code:

6324

Address:

814 Lightst

Sales:

200

Baltimore, Md.

Employees:

900

21230-3963

City/State/Zip:

Main Phone:

410-539-8622

FAX #

Respondent(s):

Name

Title

Phone/Ext.

Kerry SmithBus. Admin.410-539-8622

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.☐ Wholesale☐ Federal Government☐ Process Mfg.☐ Banking/Finance☐ State & Local Government☐ Transportation☒ Insurance☐ Consumer/Home☐ Utilities☒ Medical☐ Other Industry Specific☐ Communications☐ Services☐ Cross-Industry☐ Retail☐ Education

Comments:



INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

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DEMOGRAPHICS

- 1.0 Which of the following best describes your position/institution as a provider of healthcare services? *(Check appropriate category.)*

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe): _____

\$100 - ~~\$200~~
\$500



CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree your satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

LAA

Rushbaas.

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	1	A	4	Co. uses own
2.1	Claims Preparation (Paper Submission)	1	A	5	software only.
2.2	Claims Preparation (Electronic Submission)	1	A	5	
2.3	Pre-adjudication Services	1	A	5	
2.4	Claims Re-submission (And Follow-Up)	1	A	4	
2.5	Claims Inquiry Reporting	1	A	4	
2.6	Electronic Posting of EOB (Explanation of Benefits)	1	A	5	
2.7	Single Entry Billing & A/R	1	A	4	
2.8	Accounts Payable	1	A	4	
2.9	Practice Management (Including Ad-Hoc Reporting)				
3.0	Patient Management & Scheduling				
3.1	Mgt. of Local Clinical Information				
3.2	Inventory Management	1	A	3	



CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations

☒ Local Area Network(s)

☒ Minicomputer/Mainframe(s) with Dumb Workstations

☒ Minicomputer/Mainframe(s) Connected to Local Area Network(s)

☐ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	50	IBM
4.2	Minicomputer(s)	2	IBM
4.3	Mainframe(s)	2	IBM & others
4.4	Local Area Network(s)	1	



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	4
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	4
5.4	Automated claims re-submission	4
5.5	Claims inquiry services and/or reporting	4
5.6	Electronic posting of EOB (Explanation of Benefits)	4
5.7	Single entry billing and accounts receivable	4
5.8	Practice management, including ad hoc reporting capability	—
5.9	Patient management and resource scheduling (hosp., tests....)	—
6.0	Management of local clinical information	—
6.1	Electronic funds transfer	4
6.2	Interfaces to third party in-house applications	5
6.3	Inventory management - electronic re-ordering of supplies	5
6.4	Electronic mail (including special interest documents)	4
6.5	Automated updates of coding standards and software releases	5

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 6.5 Automated updates of coding standards + software releases.
- 6.7 5.2 Claims prep w/ elec. submission
- 6.8 6.1 Elec. funds transfer.
- 6.9 6.3 Inv. mgmt w/ elec. re-ordering of supplies.



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

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- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☒ Yes

☐ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☒ Yes

☐ No

- 9.1 If so, in what time frame?

☒ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

_____%

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CONFIDENTIAL

INPUT Questionnaire

Project Code/Catalog No.

4 W LHC

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Study Title: Healthcare Services

Interviewer Initials

JRS

Type of Interview:

Interview Date

7/2/92

☐ Vendor ☐ Telephone

QC Initials

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☒ User ☐ On-Site

QC Date

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☐ Other ☐ Mail

Data Entry Initials

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Data Entry Date

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Company: BC-B&B of Montana

Company Type:

Sic code:

Address: 3360-10th Ave. SSales: over \$100mil.Great Falls, mt.# Employees: 110059403-0000

City/State/Zip:

Main Phone: 406 791-4000

FAX #

Respondent(s):

Name

Title

Phone/Ext.

Roger MortonSenior Disaster Comp. Telp. 406-791-4000

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.☐ Wholesale☐ Federal Government☐ Process Mfg.☐ Banking/Finance☐ State & Local Government☐ Transportation☒ Insurance☐ Consumer/Home☐ Utilities☐ Medical☐ Other Industry Specific☐ Communications☐ Services☐ Retail☐ Education☐ Cross-Industry

Comments:



INTERVIEW GUIDE - YWLHC

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☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe):

BC-BS



CURRENT PROVIDER CAPABILITIES

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	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	5	In house design
2.1	Claims Preparation (Paper Submission)	I	A	5	to program
2.2	Claims Preparation (Electronic Submission)	I	A	5	
2.3	Pre-adjudication Services	I	A	5	
2.4	Claims Re-submission (And Follow-Up)	I	A	5	
2.5	Claims Inquiry Reporting	I	A	5	
2.6	Electronic Posting of EOB (Explanation of Benefits)	I	A	5	
2.7	Single Entry Billing & A/R	I	A	5	
2.8	Accounts Payable	I	A	5	
2.9	Practice Management (Including Ad-Hoc Reporting)	-	-		
3.0	Patient Management & Scheduling	-	-		
3.1	Mgt. of Local Clinical Information	-	-		
3.2	Inventory Management	I	A	4	

CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations

☒ Local Area Network(s)

☐ Minicomputer/Mainframe(s) with Dumb Workstations

☒ ~~Minicomputer~~ Minicomputer/Mainframe(s) Connected to Local Area Network(s)

☐ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	130	IBM
4.2	Minicomputer(s)	—	
4.3	Mainframe(s)	1	IBM
4.4	Local Area Network(s)	3	IBM Token Ring



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	5
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	5
5.4	Automated claims re-submission	5
5.5	Claims inquiry services and/or reporting	5
5.6	Electronic posting of EOB (Explanation of Benefits)	5
5.7	Single entry billing and accounts receivable	5
5.8	Practice management, including ad hoc reporting capability	—
5.9	Patient management and resource scheduling (hosp., tests....)	—
6.0	Management of local clinical information	—
6.1	Electronic funds transfer	5
6.2	Interfaces to third party in-house applications	4
6.3	Inventory management - electronic re-ordering of supplies	4
6.4	Electronic mail (including special interest documents)	3
6.5	Automated updates of coding standards and software releases	5

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 6.5 Automated updates of coding standards & software releases
- 6.7 6.1 Electronic funds transfer
- 6.8 5.6 Electronic posting of EOB
- 6.9 5.1 Pt. & plan eligibility verification



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

5

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☒ Yes

☐ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☐ Yes

☒ No

- 9.1 If so, in what time frame?

☐ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

____ %

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.



CONFIDENTIAL

INPUT Questionnaire

Project Code/Catalog No.

4 W L # C
[] [] [] [] [] [] [] []Study Title: Healthcare Services

Interviewer Initials

[7] [2] [3]

Type of Interview:

Interview Date

[7] [2] [2] [7] [9] [2]

☐ Vendor ☐ Telephone

QC Initials

[] [] []

☒ User ☐ On-Site

QC Date

[] [] [] [] [] []

☐ Other ☐ Mail

Data Entry Initials

[] [] []

Data Entry Date

[] [] [] [] [] []

Company: Capital Care Inc.

Company Type:

Sic code:

6324

Address: 1921 Ballou Rd.

Sales:

under 100 mil

Suite 900

Employees:

230

Vienna, Va.City/State/Zip: 22182-3929

Main Phone:

1

FAX #

Respondent(s):

NameTitlePhone/Ext.

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.☐ Wholesale☐ Federal Government☐ Process Mfg.☐ Banking/Finance☐ State & Local Government☐ Transportation☒ Insurance☐ Consumer/Home☐ Utilities☒ Medical☐ Other Industry Specific☐ Communications☐ Services☐ Retail☐ Education☐ Cross-Industry

Comments:

INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

In return for your generous contribution of time, INPUT will be sending you a 5 to 10 page synopsis of the results of this study.

DEMOGRAPHICS

- 1.0 Which of the following best describes your position/institution as a provider of healthcare services? (*Check appropriate category.*)

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe): _____

EB

Over \$1,000 mil -

Over \$500 mil -



CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree your satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	1	A	4	uses only their
2.1	Claims Preparation (Paper Submission)	1	A	4	own software -
2.2	Claims Preparation (Electronic Submission)	1	A	4	developed in house.
2.3	Pre-adjudication Services	1	A	5	
2.4	Claims Re-submission (And Follow-Up)	1	A	4	
2.5	Claims Inquiry Reporting	1	A	4	
2.6	Electronic Posting of EOB (Explanation of Benefits)	1	A	5	
2.7	Single Entry Billing & A/R	1	A	5	
2.8	Accounts Payable	1	A	5	
2.9	Practice Management (Including Ad-Hoc Reporting)	-			
3.0	Patient Management & Scheduling	1	A	5	
3.1	Mgt. of Local Clinical Information	1	A	4	
3.2	Inventory Management	1	M	2	



CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations

☒ Local Area Network(s)

☐ Minicomputer/Mainframe(s) with Dumb Workstations

☒ ~~Minicomputer~~ Mainframe(s) Connected to Local Area Network(s)

☐ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	48	IBM
4.2	Minicomputer(s)	0	_____
4.3	Mainframe(s)	1	IBM
4.4	Local Area Network(s)	1	IBM



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	5
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	5
5.4	Automated claims re-submission	5
5.5	Claims inquiry services and/or reporting	5
5.6	Electronic posting of EOB (Explanation of Benefits)	4
5.7	Single entry billing and accounts receivable	5
5.8	Practice management, including ad hoc reporting capability	5
5.9	Patient management and resource scheduling (hosp., tests....)	5
6.0	Management of local clinical information	5
6.1	Electronic funds transfer	4
6.2	Interfaces to third party in-house applications	3
6.3	Inventory management - electronic re-ordering of supplies	5
6.4	Electronic mail (including special interest documents)	4
6.5	Automated updates of coding standards and software releases	4

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 5.1 Pt. & plan eligibility verification
- 6.7 5.3 Pre-adjudication services
- 6.8 5.7 Single entry billing & accounts receivable
- 6.9 6.2 Interfaces to 3rd party in-house applications



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

5

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☐ Yes

☒ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☒ Yes

☐ No

- 9.1 If so, in what time frame?

☒ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

____ %

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.

CONFIDENTIAL

INPUT Questionnaire

Project Code/Catalog No.

Y W L # C
□ □ □ □ □ □ □ □Study Title: Healthcare Services

Interviewer Initials

T P S

Type of Interview:

Interview Date

□ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 □ 10

☐ Vendor ☐ Telephone

QC Initials

□ □ □

☒ User ☐ On-Site

QC Date

□ □ □ □ □ □

☐ Other ☐ Mail

Data Entry Initials

□ □ □

Data Entry Date

□ □ □ □ □ □

Company:

Capital Health

Company Type:

Sic code: 632x

Address:

201 High St SE

Sales:

\$ less than 100 mil.Salem, Or.

Employees:

25097301-3612

City/State/Zip:

Main Phone:

503 364-4868

FAX #

Respondent(s):

Name

Title

Phone/Ext.

Dave SeptSuper. Sys. Prog.503-364-4868

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.☐ Wholesale☐ Federal Government☐ Process Mfg.☐ Banking/Finance☐ State & Local Government☐ Transportation☐ Insurance☐ Consumer/Home☐ Utilities☒ Medical☐ Other Industry Specific☐ Communications☐ Services☐ Cross-Industry☐ Retail☐ Education

Comments:



INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

In return for your generous contribution of time, INPUT will be sending you a 5 to 10 page synopsis of the results of this study.

DEMOGRAPHICS

- 1.0 Which of the following best describes your position/institution as a provider of healthcare services? (*Check appropriate category.*)

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe): _____

AF

CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree your satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	5	FOX
2.1	Claims Preparation (Paper Submission)	I	A	2	
2.2	Claims Preparation (Electronic Submission)	I	A	3	
2.3	Pre-adjudication Services	I	A	4	
2.4	Claims Re-submission (And Follow-Up)	I	A	4	
2.5	Claims Inquiry Reporting	I	A	4	
2.6	Electronic Posting of EOB (Explanation of Benefits)	I	A	5	
2.7	Single Entry Billing & A/R	I	A	5	
2.8	Accounts Payable	I	A	5	
2.9	Practice Management (Including Ad-Hoc Reporting)	I	A	4	
3.0	Patient Management & Scheduling	I	A	4	
3.1	Mgt. of Local Clinical Information	I	A	4	
3.2	Inventory Management	I	A	4	

CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations

☐ Local Area Network(s)

☒ Minicomputer/Mainframe(s) with Dumb Workstations

☐ Minicomputer/Mainframe(s) Connected to Local Area Network(s)

☐ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	60	Hewlett Packard
4.2	Minicomputer(s)	1	" "
4.3	Mainframe(s)	0	
4.4	Local Area Network(s)	0	



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	5
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	5
5.4	Automated claims re-submission	5
5.5	Claims inquiry services and/or reporting	5
5.6	Electronic posting of EOB (Explanation of Benefits)	4
5.7	Single entry billing and accounts receivable	4
5.8	Practice management, including ad hoc reporting capability	3
5.9	Patient management and resource scheduling (hosp., tests....)	5
6.0	Management of local clinical information	5
6.1	Electronic funds transfer	5
6.2	Interfaces to third party in-house applications	2
6.3	Inventory management - electronic re-ordering of supplies	5
6.4	Electronic mail (including special interest documents)	3
6.5	Automated updates of coding standards and software releases	2

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 6.0 Mgt of local clinical info.
- 6.7 5.3 Pre-adjudication of services
- 6.8 5.1 Pt & plan eligibility verification
- 6.9 5.4 Automated claims re-submission



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

4

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☒ Yes

☐ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☒ Yes

☐ No

- 9.1 If so, in what time frame?

☒ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

_____%

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.

CONFIDENTIAL

INPUT Questionnaire

Project Code/Catalog No.

Y W L # C
[] [] [] [] [] [] [] []Study Title: Healthcare Service

Interviewer Initials

[7] [2] [5]

Type of Interview:

Interview Date

[1] [2] [1] [8] [9] [2]

☐ Vendor ☐ Telephone

QC Initials

[] [] []

☒ User ☐ On-Site

QC Date

[] [] [] [] [] []

☐ Other ☐ Mail

Data Entry Initials

[] [] []

Data Entry Date

[] [] [] [] [] []

Company: Arkansas RC-RSCompany Type: Sic code: 8324Address: 601 Main St.Sales: 100+Little Rock, AR.# Employees: 160072201-4041

City/State/Zip: _____

Main Phone: 501-378-2000

FAX # _____

Respondent(s):

Name

Title

Phone/Ext.

Bob CaveSr. VP Ops.501-378-2436

Referrals:

Industry (User Interviews Only):

- ☐ Discrete Mfg.
☐ Process Mfg.
☐ Transportation
☐ Utilities
☐ Communications
☐ Retail

- ☐ Wholesale
☐ Banking/Finance
☒ Insurance
☐ Medical
☐ Services
☐ Education

- ☐ Federal Government
☐ State & Local Government
☐ Consumer/Home
☐ Other Industry Specific
☐ Cross-Industry

Comments:



INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

In return for your generous contribution of time, INPUT will be sending you a 5 to 10 page synopsis of the results of this study.

DEMOGRAPHICS

- 1.0 Which of the following best describes your position/institution as a provider of healthcare services? (Check appropriate category.)

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe):

Saloo over \$100mil ✓
" \$500mil?



CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree your satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

own software only!

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	5	
2.1	Claims Preparation (Paper Submission)	I	A	5	
2.2	Claims Preparation (Electronic Submission)	I	A	4	
2.3	Pre-adjudication Services	I	A	5	
2.4	Claims Re-submission (And Follow-Up)	I	A	5	
2.5	Claims Inquiry Reporting	I	A	5	
2.6	Electronic Posting of EOB (Explanation of Benefits)	A	A	4	
2.7	Single Entry Billing & A/R	5 A	A	4	
2.8	Accounts Payable	I	A	5	
2.9	Practice Management (Including Ad-Hoc Reporting)				
3.0	Patient Management & Scheduling				
3.1	Mgt. of Local Clinical Information				
3.2	Inventory Management	I	A		



CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

☒ Standalone PCs or Workstations

☒ Local Area Network(s)

☒ Minicomputer/Mainframe(s) with Dumb Workstations

☒ Minicomputer/Mainframe(s) Connected to Local Area Network(s)

☒ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	200	IBM
4.2	Minicomputer(s)	2	Digital
4.3	Mainframe(s)	2	IBM
4.4	Local Area Network(s)	3	IBM



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	5
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjudication services	5
5.4	Automated claims re-submission	4
5.5	Claims inquiry services and/or reporting	5
5.6	Electronic posting of EOB (Explanation of Benefits)	5
5.7	Single entry billing and accounts receivable	5
5.8	Practice management, including ad hoc reporting capability	—
5.9	Patient management and resource scheduling (hosp., tests....)	—
6.0	Management of local clinical information	—
6.1	Electronic funds transfer	5
6.2	Interfaces to third party in-house applications	4
6.3	Inventory management - electronic re-ordering of supplies	4
6.4	Electronic mail (including special interest documents)	5
6.5	Automated updates of coding standards and software releases	5

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 5.1 Patient eligibility verification
- 6.7 5.3 Pre-adjudication services
- 6.8 6.1 Electronic funds transfer
- 6.9 6.5 Automated updates of coding standards + software releases



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

5

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☒ Yes

☐ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☒ Yes

☐ No

- 9.1 If so, in what time frame?

☐ 1 - 2 Years

☒ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

_____%

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.



INPUT Questionnaire

Y W L H C

IRS

1 2 3 4 5 6

□ □ □

□ □ □ □ □ □

111

□□□□□□

Sic code:

2503 Moreau Blvd.

Sales:

Copied Christy, Sx.

Employees:

78405-1891

City/State/Zip:

Main Phone:

FAX #

Respondent(s):

Name _____

Title

Phone/Ext.

Jackie Carpenter

Comp. Gr. Tys.

Referrals:

Industry (User Interviews Only):

☐ Discrete Mfg.

☐ Wholesale☐ Federal Government

☐ Process Mfg.

☐ Banking/Finance☐ State & Local Government

☐ Transportation

☒ Insurance☐ Consumer/Home

- ☐ Utilities

☒ Medical☐ Other Industry Specific

☐ Communications

☐ Services☐ Cross-Industry☐ Retail

☐ Education

Comments:



INTERVIEW GUIDE - YWLHC

OPENING

INPUT is currently talking to a significant number of healthcare providers regarding their requirements for, and interest in, a computer based offering which addresses the efficient processing and management of business transactions between providers of healthcare services (hospitals, group practices, individual doctors, etc.) and other industry participants such as insurance carriers, clinical laboratories, specialty physicians, HMOs/PPOs. I would like to take about 10 minutes of your time to inquire about your current approach to managing these types of activities, and to get your opinion on what kinds of capabilities you feel would be of significant value in simplifying your business interactions with patients and other participants in the healthcare community.

In return for your generous contribution of time, INPUT will be sending you a 5 to 10 page synopsis of the results of this study.

DEMOGRAPHICS

- 1.0 Which of the following best describes your position/institution as a provider of healthcare services? (Check appropriate category.)

☐ Independent Physician

☒ HMO

☐ Small Group Practice Member

☐ Small to Medium Sized Hospital

☐ Large Group Practice

☐ Major Hospital/Teaching Institution

☐ Other (Please Describe): _____

Sales over 100 mil? no
" " 500 " ? no

under 100 M



CURRENT PROVIDER CAPABILITIES

We would like to get a feel for how your organization (you) currently handle various types of transactions and information management activities. In order to do so, we have prepared a list of typical transactions. For each, I'd like to know whether you currently handle them in-house or utilize an outside service; whether they are automated or not, and to what degree your satisfied with the current approach. (I = In-House, S = Outside Service; M = Manual System, A = Automated System; Degree of Satisfaction Measured on a Scale of 1 - 5 with 1 Indicating Highly Dissatisfied and 5 Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	4	<i>Squire/turn</i>
2.1	Claims Preparation (Paper Submission)	I	A	5	<i>software</i>
2.2	Claims Preparation (Electronic Submission)	I	A	4	
2.3	Pre-adjudication Services	I	M	4	
2.4	Claims Re-submission (And Follow-Up)	I	A	4	
2.5	Claims Inquiry Reporting	I	A	4	
2.6	Electronic Posting of EOB (Explanation of Benefits)	I	A	5	
2.7	Single Entry Billing & A/R	I	A	5	
2.8	Accounts Payable	I	A	4	
2.9	Practice Management (Including Ad-Hoc Reporting)				
3.0	Patient Management & Scheduling				
3.1	Mgt. of Local Clinical Information	I	A	4	
3.2	Inventory Management	I	M	2	



CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 Which of the following best describes your current in-house computing capability?

- ☒ Standalone PCs or Workstations
- ☒ Local Area Network(s)
- ☐ Minicomputer/Mainframe(s) with Dumb Workstations
- ☒ ~~Minicomputer~~ Minicomputer/Mainframe(s) Connected to Local Area Network(s)
- ☐ Other (Please Describe): _____

In order to get a feeling for the scale of your internal computing facilities could you please give me an estimate of how many of each of the following types of devices you currently have in-house, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	40	IBM, Espinto
4.2	Minicomputer(s)		
4.3	Mainframe(s)	1	Segoria
4.4	Local Area Network(s)	1	IBM



In the section which follows, we'll be presenting various functions and capabilities of a proposed offering intended to provide the capabilities we discussed earlier through an integrated package of software to be used in-house and network based outside services. We would like to get your impression of the value of each function or capability on a scale of 1 - 5, with a 1 indicating little or no value, and a 5 indicating high value.

	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	4
5.2	Claims preparation with electronic submission	4
5.3	Pre-adjudication services	5
5.4	Automated claims re-submission	5
5.5	Claims inquiry services and/or reporting	4
5.6	Electronic posting of EOB (Explanation of Benefits)	5
5.7	Single entry billing and accounts receivable	5
5.8	Practice management, including ad hoc reporting capability	—
5.9	Patient management and resource scheduling (hosp., tests....)	—
6.0	Management of local clinical information	—
6.1	Electronic funds transfer	5
6.2	Interfaces to third party in-house applications	5
6.3	Inventory management - electronic re-ordering of supplies	4
6.4	Electronic mail (including special interest documents)	5
6.5	Automated updates of coding standards and software releases	4

Could you please list the four most important features or capabilities, including any not mentioned above.

- 6.6 5.3 Pre-adjudication of services
- 6.7 6.1 Electronic funds transfer
- 6.8 6.3 Inventory mgmt
- 6.9 6.5 Automated updates of coding standards & software releases.



OTHER QUESTIONS

- 7.0 On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important is it to you (your institution) that the computer based products and services you buy in the future to handle healthcare business transaction are integrated and provide a common user interface?

5

- 8.0 The design of the integrated suite of applications we've been discussing is extendible to permit a comparable handling of clinical transactions, including the distribution and interchange of clinical information such as X-ray or other image based data through compound documents. Would a future commitment to the extension of the offering to clinical transaction be a strong inducement to adoption of the proposed offering?

☒ Yes

☐ No

- 9.0 Do you have any plans to examine new systems or approaches to the management of healthcare business transaction in the future?

☒ Yes

☐ No

- 9.1 If so, in what time frame?

☒ 1 - 2 Years

☐ 3 - 5 Years

- 10.0 Could you possibly estimate the percentage of your (your institution's) total revenue spent on processing the types of administrative transactions discussed throughout this interview?

____ %

I want to thank you for participating in our survey. A synopsis of the results will be mailed to you by no later than January of 1993.

