CONFIDENTIAL **INPUT Questionnaire** Project Code/Catalog No. Study Title: Health Care Service Interviewer Initials 10049 Type of Interview: Interview Date ☐ Vendor ☐ Telephone QC Initials User ☐ On-Site QC Date □ Other □ Mail Data Entry Initials Data Entry Date Siccole: 632 Company: foundation tealth Cop Company Type: Address: 3400 Data Drive # Employees: City/State/Zip: Rancho Cordova CAG5670-7956 Main Phone: 916 / 63 /- 5000 FAX #____ Respondent(s): Name Title Phone/Ext.

Dwen Brandt VP of MIS 916-631-5000 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

☐ Education

□ Retail

lomments:

☐ Cross-Industry



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	services? (Check appropriate category.)	position/institution as a provider of healthca
	☐ Independent Physician	Д НМО
	☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
	☐ Large Group Practice	☐ Major Hospital/Teaching Institution
	Other (Please Describe):	INTO



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 I - 5 with I 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	(a)	(b)	(c)	(d)
	Capability	I/S	M/A	1 - 5	Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	4	TGT DA QUA
2.1	Claims Preparation (Paper Submission)	I	A	4	IGTDA DRARS
2.2	Claims Preparation (Electronic Submission)	I	A	5	IGT DA DCARE
2.3	Pre-adjucation Services	7	A	5	IGTBA Q Care
2.4	Claims Re-submission (And Follow-Up)	ュ	Ą	4	I 6784 Q Care
2.5	Claims Inquiry Reporting	コ	А	4	IUTDA Score
2.6	Electronic Posting of EOB (Explanation of Benefits)	1	A	ч	IGTOA COMPE
2.7	Single Entry Billing & A/R	I	A	5	IGTDA QUARE
2.8	Accounts Payable	I	A	5	ILTDA QUARE
2.9.	Practice Management (Including Ad-Hoc Reporting)	De	n1-	- Do	767784
3.0	Patient Management & Scheduling	Don	1+1	00	≥c7b ×
3.1	Mgt. of Local Clinical Information	Don	4]	0	2 0 1 0 A
3.2	Inventory Management	I	100	3	267.84

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CURRENT IN-HOUSE COMPUTING CAPABILITY

4.0 ,	Which of the following best describes your current in-house computing capability? They Haw Installigat PC'S Standalone PC's or Workstations 2000 Dumb terminals
	☐ Local Area Network(s)
	☐ Minicomputer/Mainframe(s) with Dumb Workstations
	Minicomputer/Mainframe(s) Connected to Local Area Network(s)
	Other (Please Describe): MiD-tange 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 inhouse, 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)	/	#P
4.4	Local Area Network(s)		# DON4 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.

INPUT

		$\overline{}$	7
	Function/Capability	1 - 5	
5.1	Patient and plan eligibility verification	5	
5.2	Claims preparation with electronic submission	5	
5.3	Pre-adjutication services	5	
5.4	Automated claims re-submission	15	
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	15	
5,8	Practice management, including ad hoc reporting capability	D.D	DON'T DO
5.9	Patient management and resource scheduling (hosp., tests)	D.D.	DON'Y D
6.0	Management of local clinical information	D.D.	DON'T DO
6.1	Electronic funds transfer	D.D.	DON't do
6.2	Interfaces to third party in-house applications	D.D.	Dav't Do
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	

Could you please <u>list</u> the four most important features or capabilities, including any not mentioned above. \mathcal{M} Duch a System

6.6	Claims Adjutication
6.7	Eligibility 2
6.8	State of the state
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OTHER QUESTIONS

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7.0	On a scale of 1 - 5 (with 1 being unimportant and 5 being very important) how important
113	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?

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

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

☐ Yes

91

th No

If so, in what time frame?

□ 1 - 2 Years

□ 3 - 5 Years

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?

% computer \$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.



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	User	☐ On-Site	Q	C Date	
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Main Phone:	414 1336	- 1100	FAX #		
Respondent(s):		m			D1
610	Name	~ Obp	tle	-	Phone/Ext.
Julie	Hakonso	n Opp	1 met.	414-	337-546/
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	cess Mfg.	☐ Banking/Fi			al Government
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	ities imunications	☐ Medical☐ Services	U (other maus	stry Specific
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DEMOGRAPHICS

.0	Which of the following best describes your pservices? (Check appropriate category.)	position/institution as a provider of healthcare
	☐ Independent Physician	№
	☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
	☐ Large Group Practice	☐ Major Hospital/Teaching Institution
	Other (Please Describe):	



CURRENT PROVIDER CAPABILITIES

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		Deve	loc	Down	n system
	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Stupplier/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-adjucation Services	/	A	4	
2.4	Claims Re-submission (And Follow-Up)	/	A	5	
2.5	Claims Inquiry Reporting	/	A	5	
2.6	Electronic Posting of EOB (Explanation of Benefits)	1	A	4	
2.7	Single Entry Billing & A/R	/	A	4	
2.8	Accounts Payable	/	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 the company has developed it own programs.



CURRENT IN-HOUSE COMPUTING CAPABILITY

☐ Other (Please Describe):

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)

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 inhouse, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	500	DIKLIBM
4.2	Minicomputer(s)	1,000 crts	7
4.3	Mainframe(s)	2	1BM
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	14
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjutication 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	13
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	1003
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.

- 5.2 Claims Dep. w/clastrone Submission
- 6.7 5.5 Claiming service of me reporting
 6.8 5.8 Proc might well all for to porting
 6.9 63 mingt also re-ordering of supplies



OTHER QUESTIONS

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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?

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?

9/

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.

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Name Title Phone/Ext.	INPUT QU	iestionna	ire		Y W	LHC
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Data Entry Date		User	☐ On-Site	QC	Date	
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Respondent(s): Name Title Phone/Ext.		Baltin	ne ml.	# Employees	: 900	<i>"</i>
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Respondent(s): Name Title Phone/Ext.	0.4 104.4.177		2	-		
Referrals: Industry (User Interviews Only): Discrete Mfg. Wholesale Federal Government State & Local Government Consumer/Home Utilities Medical Other Industry Specific Communications Services Retail Education Cross-Industry			8619	-		
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INTERVIEW GUIDE - YWLHC

OPENING

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DEMOGRAPHICS

1.0

)	Which of the following best describes your services? (Check appropriate category.)	position/institution as a provider of healthcare
	☐ Independent Physician	₩ HMO
	☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
	☐ Large Group Practice	☐ Major Hospital/Teaching Institution
	Other (Please Describe):	
	\$ 100 - \$ 300	
	· 8 500	



CURRENT PROVIDER CAPABILITIES

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					LAN Rishbook
	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-adjucation Services	/	A	5	
2.4	Claims Re-submission (And Follow-Up)	1	t	4	
2.5	Claims Inquiry Reporting	/	A	4	
2.6	Electronic Posting of EOB (Explanation of Benefits)	/	A	5	
2.7	Single Entry Billing & A/R	1	A	4	
2.8	Accounts Payable	/	71	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	À	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 (Dlesse 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 inhouse, and who are the primary vendors used.

		(a)	(b)
	Type of Device	Number	Vendor(s)
4.1	PCs or Workstations	50	Bas IBM
4.2	Minicomputer(s)	2	18n
4.3	Mainframe(s)	2	1BM Lastere 46
4.4	Local Area Network(s)	/	, , , , , ,



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	T	
	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	4
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjutication 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 Butomated updatos of coding No. De la + softwore releases.
- 6.7 5.2 Clainsprepufela submission
- 6.8 6.1 Elec fendo transfer.
 6.9 6.3 Tout mit weller rear long of supplies.



OTHER QUESTIONS

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	User	□ On-Site		QC Date	
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	iscrete Mfg. rocess Mfg.	☐ Wholesale ☐ Banking/F			cal Government
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□ U	tilities	☐ Medical		Other Indi	ıstry Specific
	ommunications		_	Cassa Indi	. atvar
L R	etan	☐ Education	U	Cross-Indi	,
Comments:	**				



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1.0

)	Which of the following best describes you services? (Check appropriate category.)	ur position/institution as a provider of healthcare
	☐ Independent Physician	Д НМО
	☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
	☐ Large Group Practice	☐ Major Hospital/Teaching Institution
	□ Other (Please Describe): BC-B	8



CURRENT PROVIDER CAPABILITIES

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	Function	(a)	(b)	(c)	(d)
	Capability	I/S	M/A	1 - 5	Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	5	In house Osian
2.1	Claims Preparation (Paper Submission)	1	A	5	Inhouse Design
2.2	Claims Preparation (Electronic Submission)	/	A	5	
2.3	Pre-adjucation Services)	1	5	
2.4	Claims Re-submission (And Follow-Up)	1	A	5	
2.5	Claims Inquiry Reporting	/	A	5	
2.6	Electronic Posting of EOB (Explanation of Benefits)	1	A	5	
2.7	Single Entry Billing & A/R	/	A	5	
2.8	Accounts Payable	/	A	5	
2.9	Practice Management (Including Ad-Hoc Reporting)	_	_		
3.0	Patient Management & Scheduling	_	1		
3.1	Mgt. of Local Clinical Information	<u></u> .	1		
3.2	Inventory Management	/	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 inhouse, and who are the primary vendors used.

		(a)	(b)
	Type of Device	Number	Vendor(s)
4.1	PCs or Workstations	130	1BM
4.2	Minicomputer(s)		
4.3	Mainframe(s)	1	IBM.
4.4	Local Area Network(s)	3	1Bn Take 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.

	T	
	Function/Capability	1 - 5
5.1	Patient and plan eligibility verification	5
5.2	Claims preparation with electronic submission	5
5.3	Pre-adjutication 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 Automoted updates of coding stordards & software releases.
 6.7 6.1 Electronic funds transfer
 6.8 5.5 Electronic posting of EOB
 6.9 5.18t. & plan eligibility very funtion



UI	HER QUESTIONS	
7.0	is it to you (your ins	with 1 being unimportant and 5 being very important) how important stitution) that the computer based products and services you buy in the lthcare business transaction are integrated and provide a common user
	5	
8.0	permit a comparable interchange of clinic compound documer	tegrated suite of applications we've been discussing is extendible to be handling of clinical transactions, including the distribution and all information such as X-ray or other image based data through this. Would a future commitment to the extension of the offering to be a strong inducement to adoption of the proposed offering?
	☑ Yes	□ No
9.0		ans to examine new systems or approaches to the management of transaction in the future?
	□ Yes	⊠ No
9.1	If so, in what time fi	rame?
	☐ 1 - 2 Years	☐ 3 - 5 Years
10.0		estimate the percentage of your (your institution's) total revenue spent pes 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.

%



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INPUT Questionnaire					
//	W.	, Pr	oject Code/Ca		
Study Title:	althorne.	ewices		viewer Initials	
Type of Interview	w:]	Interview Date	022002
, ,	☐ Vendor	☐ Telephon	e	QC Initials	
	User	☐ On-Site		QC Date	
	□ Other	☐ Mail	Data	Entry Initials	
			D	ata Entry Date	
Company:	Capitalla	re Inc.	Compa	sic Com	(6324 under 100mil
Address:	19211	ellows Ré	<u>/_</u>	Sales: _ 6	under 100mil
	Suite 9	00	# Eı	mployees:	130
	Vienna,	10.			
City/State/Zip:					
Main Phone:	/		FAX #	<u> </u>	
Respondent(s):					
	Name		Title		Phone/Ext.

Referrals:					
Industry (User In	tomtima Onlu	۸.			
Discr). □ Wholes	ale	. Federal	Government
□ Proce	ess Mfg.	☐ Bankir			Local Government
☐ Tran:	sportation	☑ Insura ☑ Medica		Consum	ier/Home idustry Specific
	munications	□ Service	-	- Other II	idustry Opecine
☐ Retai	1	☐ Educat	ion	☐ Cross-Ir	ndustry
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 y services? (Check appropriate category	your position/institution as a provider of healthcare y.)
☐ Independent Physician	₩ нмо
☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
☐ Large Group Practice	☐ Major Hospital/Teaching Institution
Other (Please Describe):	
Dover 8,00 mil-	
Over 8500 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 I - 5 with I 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	-	
2.1	Claims Preparation (Paper Submission)	1	A	4	own software - developed in lower
2.2	Claims Preparation (Electronic Submission)	1	A	4	Levelored in house.
2.3	Pre-adjucation Services	1	A	5	1
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	/	m	2	l



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 inhouse, and who are the primary vendors used.

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



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-adjutication 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	-9
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/Pt & plan eligibility verification
 6.7 5.3 Pre- adjustation services
 6.8 50 Single entry billing & accounts reviewable
 6.9 6.2 Interfaces to 30 parts in bourse application



OTHER QUESTIONS

•	4020110110				
7.0	is it to you (your ins	with 1 being unimportant and 5 being very important) how important titution) that the computer based products and services you buy in the thcare business transaction are integrated and provide a common user			
	3				
8.0	permit a comparable interchange of clinic compound documen	egrated suite of applications we've been discussing is extendible to handling of clinical transactions, including the distribution and all almoration such as X-ray or other image based data through as Would a future commitment to the extension of the offering to e 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?				
	Ø Yes	□ No			
9.1	If so, in what time frame?				
	√1 - 2 Years	☐ 3 - 5 Years			
10.0		estimate the percentage of your (your institution's) total revenue spent bes 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.



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INPUT Que	estionnai	re		Y W	LHC.
. ,,	0//	Projec	t Code/Catalog	No.	عموماتقاقا
Study Title:	althare,	ewices	Interviewe	r Initials	Des
Type of Interview		Interv	iew Date		
	□ Vendor	☐ Telephone	Q	C Initials	
	User	☐ On-Site		QC Date	
	☐ Other	☐ Mail	Data Entr	y Initials	
			Data Er	ntry Date	
Company: Address:	Capital 201 Hug Salam	Health Chaff Or-	_ Company T Sa # Employ	des: Bh	50
City/State/Zip: Main Phone:	5031364	- 4868	_ _ FAX#	***	
Respondent(s):					
_ Drwe	Name Sopt	2 Sup	Stile v.Sys.bro	y. 50	<u>Phone/Ext</u> . 3 - 364 - 4868
Referrals:					
☐ Tran ☐ Utilit	ete Mfg. ess Mfg. sportation dies munications	y): Wholesale Banking/F Insurance Medical Services Education	inance 🛘	Consumer	cal Government Home astry Specific
					



INTERVIEW GUIDE - YWI HC

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	position/institution as a provider of healthcare	
	☐ Independent Physician	₩ нмо
	☐ 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 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 I-S with I Indicating Highly Dissatisfied and S 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	∓0×
2.1	Claims Preparation (Paper Submission)	7	A	2	1
2.2	Claims Preparation (Electronic Submission)	1	A	3	
2.3	Pre-adjucation Services	I	A	4	- ,
2.4	Claims Re-submission (And Follow-Up)	I	A	4	
2.5	Claims Inquiry Reporting	Ŧ	A	4	
2.6	Electronic Posting of EOB (Explanation of Benefits)	T	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	2	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 inhouse, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
	Type of Device	Number	vendor(s)
4.1	PCs or Workstations	60	Howlitt Peckerd
4.2	Minicomputer(s)	/	11 11
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-adjutication 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	22
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	60	metal	localClen	cal into	
	-	0		0	



OTHER QUESTIONS

70 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?

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?

H Ves

□ No

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

TV Ves

□ No

91 If so, in what time frame?

II 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.



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INPUT Que	estionnai	re			Y W & # 0	0
Study Title: He	ethare.	Projec	t Code/Cata Intervie	log No. wer Initia		10000 Jes
Type of Interview			Int	erview Da	te 12	1892
		☐ Telephone		QC Initia	ds	
	User	☐ On-Site		QC Da	te 🗆	
	□ Other	☐ Mail	Data E	ntry Initia	ıls	
				Entry Da		
Company:	arkon sas	BC-BS	_ Company	Sico Type: _	edc: 93	24
Address:	601 No	ine st.		Sales:	100+	
	Little	ines st.	# Emp	loyees: _	1600	
		-4041				
City/State/Zip:		•	_			
Main Phone:	50/1378	-2000	_ FAX # _			
Respondent(s):						
	Name	7	l'itle		Phone/	Ext.
Balo		SIVI	2001		501-27	8-2436
1900 (2		/2/10-1				0 0,7 00
						
Referrals:						
Industry (User In	tervièws Only	v).				
☐ Discr	ete Mfg.	□ Wholesale			ral Governme	
	ess Mfg. sportation	☐ Banking/F ☑ Insurance		_	& Local Gov umer/Home	ernment
☐ Utilit	ies	□ Medical	'		r Industry Sp	ecific
☐ Comr ☐ Retail	nunications	☐ Services ☐ Education		□ Cross	-Industry	
		L Education		L Closs	-muusti y	,
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

0	Which of the following best describes your services? (Check appropriate category.)	position/institution as a provider of healthca
	☐ Independent Physician	KI HMO
	☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
	☐ Large Group Practice	☐ Major Hospital/Teaching Institution
	Other (Please Describe):	
	Saloo over \$100m	11V
	" \$ 500 X	17



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 I - S with I Indicating Highly Dissatisfied and S Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

				oun	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)	Ŧ	A	U	
2.3	Pre-adjucation Services	Ī	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)	AI	A	4	
2.7	Single Entry Billing & A/R	by A	A	4	
2.8	Accounts Payable		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 inhouse, and who are the primary vendors used.

	Type of Device	(a) Number	(b) Vendor(s)
4.1	PCs or Workstations	200	1BM
4.2	Minicomputer(s)	2	Diatel
4.3	Mainframe(s)	2	IBM
4.4	Local Area Network(s)	3	10m



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-adjutication 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)	<u> </u>
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	مح

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

- 6.6 5.1 Pt plan degle lity verification 6.7 5.3 Pre-adjutiction services
- 6.1 Electronic fundo transfer
- 6.5 Butomated up dates of coding starlards & software releases



OTHER QUESTIONS

01111	LIK QUEUTIONS	
7.0	is it to you (your inst	with 1 being unimportant and 5 being very important) how important itution) that the computer based products and services you buy in the theare business transaction are integrated and provide a common user
8.0	permit a comparable interchange of clinica compound document	egrated suite of applications we've been discussing is extendible to handling of clinical transactions, including the distribution and all information such as X-ray or other image based data through s. Would a future commitment to the extension of the offering to e a strong inducement to adoption of the proposed offering?
	Yes	□ No
9.0		ns to examine new systems or approaches to the management of ransaction in the future?
	□ Yes	□ No
9.1	If so, in what time fra	ame?
	☐ 1 - 2 Years	1 3 - 5 Years
10.0		stimate the percentage of your (your institution's) total revenue spent ses 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.

into

CONFIDENTIAL

INPUT Questionnair			YW	L #C
	Project	t Code/Catalog	No. 🗀	وووما لأفق
Study Title: Health Care S	evices	Interviewer		TRE
Type of Interview:		Intervi	ew Date	
, , 🗆 Vendor	□ Telephone	QC Initials		
User	☐ On-Site	•	QC Date	
□ Other	□ Mail	Data Entry	Initials	
HM	0	Data En		
Company: Countal Bond	Health Elm. In	Company Ty	Siccode pe:	-632x
Address: 2502 Mer	son Blue.	Sal	es: unde	2100 M
Corpus Chr	ite , Sx.	# Employe	es:	50
78405-1				
<u> </u>	<u> </u>	-		
City/State/Zip:		-		
Main Phone:/		_ FAX #		
Respondent(s):				
Name	σ^{T}	<u> </u>		Phone/Ext.
Sochie Corporter	Com	0.98. Jys.		
	0	• •		
Referrals:				
Industry (User Intervièws Only)	:			
☐ Discrete Mfg.	☐ Wholesale	_	Federal Go	
☐ Process Mfg. ☐ Transportation	☐ Banking/F		Consumer.	cal Government Home
☐ Utilities	☑ Medical			stry Specific
☐ Communications ☐ Retail	☐ Services ☐ Education	П	Cross-Indu	strv
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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 services? (Check appropriate categor	your position/institution as a provider of healthcare
☐ Independent Physician	и нмо
☐ Small Group Practice Member	☐ Small to Medium Sized Hospital
☐ Large Group Practice	☐ Major Hospital/Teaching Institution
Other (Please Describe): Salos over 100,	· ·
under bl	50 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 I - S with I Indicating Highly Dissatisfied and S Indicating Highly Satisfied. In situations where an outside supplier or package is being used, the interviewer should attempt to identify in column "d")

				La	gova
	Function Capability	(a) I/S	(b) M/A	(c) 1 - 5	(d) Supplier/Package
2.0	Patient & Plan Eligibility Verification	I	A	4	Sexuio Houn
2.1	Claims Preparation (Paper Submission)	I	A	5	Some Hours
2.2	Claims Preparation (Electronic Submission)	I	A	4	
2.3	Pre-adjucation Services	I	M	4	
2.4	Claims Re-submission (And Follow-Up)	I	A	4	
2.5	Claims Inquiry Reporting	7	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	/	A	4	
3.2	Inventory Management	1	M	2	7



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
	tt/ 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 inhouse, and who are the primary vendors used.

		(a)	(b)
	Type of Device	Number	Vendor(s)
4.1	PCs or Workstations	40	1BM Espirts
4.2	Minicomputer(s)		
4.3	Mainframe(s)	/	Seavus
4.4	Local Area Network(s)	/	1 pm



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-adjutication 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-adjutication of services
 6.7 b / Electronia from De transfer
 6.8 6.3 Inventory mit
 6.9 6-5 Outom teduplates of adia, alonded & software weeses.



OTHER QUESTIONS

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 integrated.
interface?

<u> </u>								
The design of the integrated suite of applications we	've	bee	en di	scus	sing	g is e	xtend	i
permit a comparable handling of clinical transactions								

8.0	The design of the integrated suite of applications we've occur 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?
	•

	Ψ ies	L 110	
,	Do you have any plan	is to examine new systems or approaches to the management of	١

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

□ No

V v

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.

Marie Carrier Commencer

