

## TESTIMONIALS

“Streamlining the payment processes for our hospital and our affiliates has allowed us to accelerate our patient payments by 44% and reduce costs with a time savings of 20 hours per week. Our staff enjoys the efficiency in their day-to-day workflow, and our patients love having convenient payment options.”

- Mary Oomen, Patient Financial Service Manager, North Ottawa Community Hospital

“With InstaMed’s Claims solution, we’re receiving payer payments two to three times faster – reduced from 20-45 days to 7-21 days – which, in turn, has accelerated our patient payments. And with automated payment posting and reconciliation, our payment process is simple, efficient and accurate, saving us 40 hours of administrative work per week and significantly reducing our costs to collect.”

- Leann DiDomenico, Administrative Director, Performance Pediatrics

“We are thrilled about the 40% reduction in our costs to collect, post and reconcile patient payments but are even more excited about the feedback we’ve received from our patients. Allowing patients to pay their bill online 24/7 from the web has resulted in greater patient satisfaction and rapid adoption of online payments to their healthcare provider, which has resulted in a significant increase in collections from our back office.”

- Mike Dugan, Director of Business Operations, Summit Medical Group

“As a result of the many innovative features in MedSym’s application, our claims management has become increasingly efficient and accurate. We receive far fewer rejections and have less re-work, resulting in an average time savings of 40%. The upfront edits in the claims processing solution produce cleaner claims and fewer rejections that get us paid 7-14 days faster than the other clearinghouses that we’ve used.”

- Dr. Vu Phan, M.D., Cancer and Blood Specialty Clinic, MedSym Customer

“The ability to check eligibility in real-time allows us to confirm insurance coverage up-front, reducing claim rejections and speeding up self pay collection efforts. The payment solutions allow us to collect patient payments at the point of service, in the back office or through payment plans. These solutions have decreased our patient bad debt and our days in A/R from over 81 days to just 24 days.”

- Trish Vince, Billing Manager, On Demand Home Medical, MedAct Customer

“My experience with InstaMed’s Claims solution has been very positive. The individual assistance I received during the implementation process was outstanding, and this level of support has carried through to the InstaMed Customer Service team. Whenever I have a question, they are always prompt, courteous and helpful - that’s why I will continue to use InstaMed for my practice.”

- Dr. Peggy Heller, M.D.

“InstaMed simplifies the adoption of electronic payments, and we have had a high percentage of providers sign up in the first six months alone.”

- Rick Corbett, President and CEO, Superior Vision

“In my 26 years of experience managing billing for a practice, I have never worked with tools that have simplified my workflow and delivered such dramatic results as InstaMed’s Claims, Remittance and Patient Billing solutions. Our claims management process is streamlined from end to end, making claims submission and payment posting quick and easy. We’ve significantly reduced our claim denials and saved 60 hours of administrative work per week! And with an accurate and efficient process to print and mail patient statements we’re receiving patient payments 2-3 times faster.”

- Judy Downing, Billing Manager, Holly Springs Pediatrics

“As a billing service controller, InstaMed’s Patient Payments solution has streamlined and automated my day-to-day workflow. Collecting payments and then posting and reconciliation were extremely time-consuming and cumbersome. Now, it’s easy for me to process all types of payments for all of our clients, and I receive immediate acknowledgement of payments with automatic posting into our system. With InstaMed’s user-friendly, automated reporting, I am now able to send out end-of-month reports to all of the account managers. Our business is saving time and money with this efficient solution, and we’re collecting more payments for our clients as a result.”

- Linda Shelby, Controller, PhyCom Group

“InstaMed stands out as an operator of a single proprietary network that can handle both healthcare and payment transactions. Reinforcing this unique attribute is InstaMed’s compliance to both PCI and EHNAC standards.”

- Bank Technology News - April 2009, Red Gillen, Celent

“As a larger billing service working with nearly 100 practices, InstaMed has been able to deliver faster and more reliable EDI services to our physician clients than any other clearinghouse we have ever used. Their web site allows for easy and accurate monitoring of electronic claims throughout the delivery process, and their payment processing capabilities are helping us to increase patient payments every week.”

- Chris Burns, President, Practice Development Strategies

“MedSym’s integration with InstaMed has increased our sales by 25% in the past quarter. We’re anticipating even greater results by rolling out InstaMed’s payment transactions later this year.”

- Preston James, Executive Vice President, MedSym

“We can seamlessly transmit claims and check eligibility in real-time directly from the MedAct application. By no longer having to manage multiple applications and screens, we save 15 hours a month and have seen an increase in our collections by 37%. MedAct's enhanced application with extensive reporting is truly superior to the other software solutions built for the HME industry today.”

- Trish Vince, Billing Manager, On Demand Home Medical, MedAct Customer

“MedSym's large payer connectivity allows us to manage more healthcare transactions electronically, minimizing our paper processing costs and saving us more than 40 hours a month.”

- Dr. Raja Mehdi, M.D., Hope Cancer Care, MedSym Customer

“We integrated InstaMed Automated Eligibility with our patient accounting systems to support real-time and batch automated eligibility inquiries to InstaMed's Network. Our patient volumes were steadily increasing, and like every healthcare provider we needed to work hard to collect the receivables and needed to acquire new electronic tools to eliminate the manual processes. Standard solutions such as phone calls or using health plan web sites to double key information was not a viable solution in our environment. InstaMed's eligibility and benefit inquiry solutions have been integrated into our systems, are real-time capable and flexible enough to meet our business requirements.”

- Stephen Badger, CEO, The George Washington University Medical Faculty Associates

“Partnering with InstaMed was an easy choice for us. Combining our billing and patient information management solutions with InstaMed's leading healthcare payment solutions has created efficiency gains and increased revenue for the HME industry. Our partnership with InstaMed has proven successful in the marketplace. Since integrating InstaMed Connect into our application, our customers are very pleased with the results from their HME business.”

- Gregg Timmons, CEO, MedAct

“By utilizing InstaMed Online and the InstaMed Claims Settlement solutions, VUH reduced internal claims processing time by more than 25% and experienced administrative cost savings of approximately 35% for printing and mailing EOPs and checks. We have been very pleased with our partnership with InstaMed and I give them my highest recommendation in service to both payers and providers.”

- Susan Flynn, CEO, Vale-U-Health

“I have been using InstaMed for my electronic claims submission and have found their platform to be both well built and easy to use. We are able to receive more immediate feedback on the status of our submitted claims, limiting the follow-up required by my staff. InstaMed has also been surprisingly cost-effective for my business. I am pleased to have made the switch to InstaMed and I recommend their capable team.”

- Dr. James Farrell, D.C., Farrell Chiropractic

“In our continued efforts to offer our providers and members the highest level of quality in our products and services, Boon Chapman is pleased to announce a new solution that will streamline our payment process through our partnership with InstaMed. Through this relationship, Boon Chapman can now seamlessly deliver a reconciled electronic remittance advice (ERA) and electronic funds transfer (EFT) at no additional cost to our providers alongside the explanation of benefits (EOB) to our members. We have been pleased with the level of customer service, competence, and commitment shown by the InstaMed team and we know our providers and members will be as well. InstaMed is setting the standard for integrated healthcare and payment transactions, and Boon Chapman is excited to be a part of it.”

- Bobby Ahrens, Director of IT Systems, Boon Chapman

“Using InstaMed has been one of the best decisions we have made for our billing department here at Gwinnett Pediatrics. Implementation was a breeze and it is simple for our patients and employees to use. Our patients enjoy the ease of making online payments versus leaving a message and waiting for a call back just to make a credit card payment. InstaMed has been a great tool for our Patient Account Representatives, who have seen a tremendous reduction in patient calls which gives them the free time to work on outstanding accounts. We have also seen a significant decrease in accounts receivable within 3 months of implementation.”

- Charissa Schlesinger, Accounts Receivables, Gwinnett Pediatrics

“We are using the InstaMed Integrated ERA/EFT solution and find the application very easy to use. And more importantly, it allows us to receive a payment from our payer along with the reconciled Electronic Remittance Advice so we know exactly what we are being paid for on the claims that have been adjudicated. This saves us considerable time in research and having to manually reconcile our payment in our bank account with the processed claims. We receive notification and are able to easily view all the information together. I would highly recommend InstaMed for streamlining your processes for healthcare and payment transactions.”

- Madria Louis, Office Manager, Spartan Health SurgiCenter

“We were exploring several options for our payment needs, and InstaMed proved to be the most effective complete offering. They brought us an immediate savings of almost 30% on our merchant processing fees and are also enabling us to offer our patients new options for payment. I highly recommend InstaMed and their excellent customer service team.”

- Dr. David A. Bottger, M.D.

“We use InstaMed for electronic claims submission and payment transactions – and with great results. My staff has been very pleased with how easy their platform is to use – and I value the savings and new capabilities InstaMed has brought to my practice. We recently implemented their Patient Payment Portal – and now our patients can pay their balances at any time – from work or from home. InstaMed brings with it a high level of service and I recommend them to anyone.”

- Dr. Daniel Collins, D.C., Collins Chiropractic Center

“InstaMed is revolutionizing the way I do business. For several years, I had been hesitant to move towards electronic billing; however, InstaMed has made the daunting task easy. Their interface is simple to use. It has significantly reduced the time we spend preparing, printing, and mailing bills. Our rejection rates improved instantly, and we are now receiving payment on claims more quickly. My staff loves it. I love it. We couldn't recommend InstaMed more highly.

- Dr. Chris Bernabei, D.C., Balance Health Center

“Working with InstaMed has been a very seamless process. As with all new procedures there are fears that it will not work properly or there will be problems with the system. With InstaMed it worked with the first try. The process has saved us time in posting payments, since the checks are direct deposit. I would definitely recommend InstaMed to any practice that would inquire.”

- Darla Sethman, Billing Manager, Prime Medical Group

“InstaMed was able to simplify the entire payment process for my practice which in turn allows me to focus more of my time on my patients. I have been more than satisfied with their customer service support and their continuing effort to offer innovative solutions for my patient billing needs especially as we go through changes in the industry. I have found that InstaMed is proactive in understanding and addressing these changes and I am confident that I have selected the most effective solution for my practice. I would certainly recommend InstaMed for any physician group.”

- Dr. Amy M. MacIntyre, M.D.

“I originally reviewed the InstaMed solutions for their expertise in payment processing and have been extremely impressed with the ease of use, efficiencies and speed with which we were able to process our patients' payments. In addition, InstaMed provides truly unique integrated healthcare and payment processing solutions and after working with their team, we decided to replace our existing process for claims submission and use the InstaMed Claim Verification Services as well. Now we are using the same vendor and application to process our payments and claims. Our claims submission process is significantly improved and we are experiencing a faster turn around and receipt of payment for our claims. We know that InstaMed is providing the highest level of security, functionality and forward thinking solutions that will improve our processes today and in the future.”

- Patricia Rubent, Carp Dental Associates

“We are using InstaMed for electronic claims processing, after years of submitting claims on paper. They have surpassed all of our expectations. InstaMed's smart, hard-working team went the extra mile to ensure that the integration with our Practice Management Software went smoothly, and we are very pleased with how easy their system is to use. With InstaMed, we are getting quicker responses, saving money on our claims submissions, and getting first-rate service. I highly recommend them and their team.”

- Dr. Thomas Sacchetti, Ph.D., Diversified Psychological Resources

“We were in a situation that required an immediate solution. After working with another vendor's EDI application for two months, we were still unable to submit claims and our A/R was increasing. Something had to be done. We approached InstaMed, since they were already working with us for an Integrated ERA/EFT solution, and we asked if they could help with our claims submission. Not only were they able to help but InstaMed had us up and submitting all of our claims within two days. InstaMed demonstrated their expertise in understanding our needs, reacting quickly and working with us every step of the way. We have recommended InstaMed and their expert team to another biller who uses our same software.”

- Dr. Jennifer K. Ripepi Pediatrics LLC

“InstaMed has provided my practice with an industry leading payment solution dedicated to the healthcare professional. They understand the workflow requirements and the need for a solution that will integrate with existing processes as well as provide a highly efficient and powerful payment solution. Since working with InstaMed, our group has experienced a decrease in costs of over 25% and we continue to be impressed by their dedication and expertise in the healthcare industry. The customer service experience and responsiveness to our business requirements has exceeded our expectations and I highly recommend InstaMed.”

- Dr. Ronald Lohner, M.D.

“We are extremely pleased with the InstaMed solution and appreciate their deep understanding of the healthcare industry. We use InstaMed's Claim Verification Services, as well as InstaMed's Front and Back Office Payments solution. Since using InstaMed's Claim Verification Services, our claims are submitted and payments are received 50% faster than our previous process. Due to their real-time verification service, we receive notice within seconds for any claim errors or potential problems, all before being sent to the payer. We also use InstaMed to process our patient payments. All within the same application, we don't need large hardware devices on our desks, multiple wires, extra phone lines or the costly maintenance. The InstaMed payment solution is simple to deploy, easy to use and has significantly improved our workflow process. We were extremely impressed with InstaMed's attention to detail and the ability to have us up and running with minimal effort on our part. InstaMed is an integral partner in helping our business to succeed.”

- Alaná Podorski, Iannelli Chiropractic Center

“Over the years, our office has had a lot of experience with electronic billing, and not all of it has been positive. Our experience with InstaMed, however, has been tremendous. Their service level, responsiveness, and professionalism have been of great value to me and my team. InstaMed has been very responsive to our questions and they have made the transition to billing with them easy and very beneficial.”

- Dr. Barry Wahner, D.C., Wahner Chiropractic

“InstaMed promised me savings and quick implementation when I was looking to add credit card processing to my practice – and they delivered in full. They were very transparent with their pricing and proposal – and made it easy to get started using their payment services. It was a seamless process. With InstaMed, I know I am getting the most competitive pricing available for credit card transactions and hardware. Their team works very hard to deliver on their promises and I highly recommend InstaMed for credit card processing solutions.”

- Dr. Raj Lalla, M.D., Plastic & Reconstructive Surgery

“It has been a pleasure partnering with InstaMed. Our firm develops integrations with industry-leading healthcare software, and the success of these projects depends on many factors: the responsiveness of the other vendor, the quality of their product, their use of state-of-the-art technology, and their commitment to the success of each project. We have found InstaMed to excel in all of these areas. We highly recommend InstaMed to any practice, or software vendor, that desires the latest and most comprehensive EDI capabilities.”

- Norman Efroymson, Micro-Office Systems, Inc.

“After researching a number of payment processing solutions, our practice determined that InstaMed provided a far superior solution for the healthcare provider. Their solution was easy to deploy and created significant operational efficiencies for my staff. With their level of expertise, I have confidence knowing that my payments are being handled with the highest level of security. InstaMed has surpassed my expectations in providing an excellent solution for my practice and I highly recommend InstaMed for any provider looking for a partner who truly understands the healthcare industry.”

- Dr. Ronald Miller, M.D., Individual and Family Psychological Services

“We have been using InstaMed for our payment transactions, and the experience has far exceeded our expectations. InstaMed saved us 20% on our credit card processing costs and continues to go the extra mile to ensure that we are well taken care of and they are always available for our questions and requests. I would absolutely recommend InstaMed to anyone who wants to streamline their payment processing and save money.”

- Dr. Barrett Noone, M.D., Plastic & Reconstructive Surgery Associates

“InstaMed has exceeded our expectations when it comes to supporting our payment processing requirements. As a billing service, we represent a number of physician groups who depend on us to provide industry leading support and services, and InstaMed has helped us maintain our high standards with their leading-edge payment processing solutions. Our staff has been very pleased with InstaMed’s robust configuration options, ease-of-use, and unique reporting capabilities. We can view and report on any payment activity across our diverse customer base, thereby reducing the amount of manual effort required to support our practice groups. We are looking forward to a long term relationship with InstaMed and their ability to anticipate and grow with our needs.”

- Alex Wang, President, Medi-Tech