

UPMC



UPMC Practice Solutions

UPMC Practice Solutions is a unique program that is designed to strengthen the partnership between UPMC and independent physicians, and to provide support and assistance to physicians' private practices. We're committed to collaborative care, supporting the continuum of care, and bringing you closer to your patients. Our mission is to work with you to provide world-class service in support of your operations and patient care.

At UPMC, we value our physician partners. We pledge to provide the same quality and level of service and care to our participating physicians as you provide to your patients. With that goal in mind, we are pleased to offer UPMC Practice Solutions, a suite of services to help your practice operate more efficiently and to improve the coordination of patient care.

UPMC Practice Solutions enables access to UPMC resources and services on an a la carte basis. The program has several levels of participation and benefits. Program components are available to private physicians and groups who meet certain qualifying criteria.

UPMC Practice Solutions offers:

- UPMC MedChart — Electronic Health Record (EHR) solutions, including electronic prescribing capability
- UPMC MedLink — electronic connectivity between physician practices and UPMC hospitals (no fee)
- information system resources
- management resources
- communication services (no fee)
- malpractice insurance
- continuing medical education
- patient education materials (no fee)
- physician recruitment assistance (no fee)
- answering service

Electronic Health Record Solutions

UPMC MedChart

UPMC MedChart is a suite of subsidized EHR solutions that include e-prescribing capability for private practices that have no EHR in place.

Two EHR solutions are available following a UPMC assessment: UPMC's EpicCare solution, or in partnership with Allscripts Misys, LLC (Allscripts), the Allscripts' MyWay™ solution. Both options provide varying levels of EHR sophistication and connectivity to meet the needs of both large and small private practices.



UPMC Practice Solutions

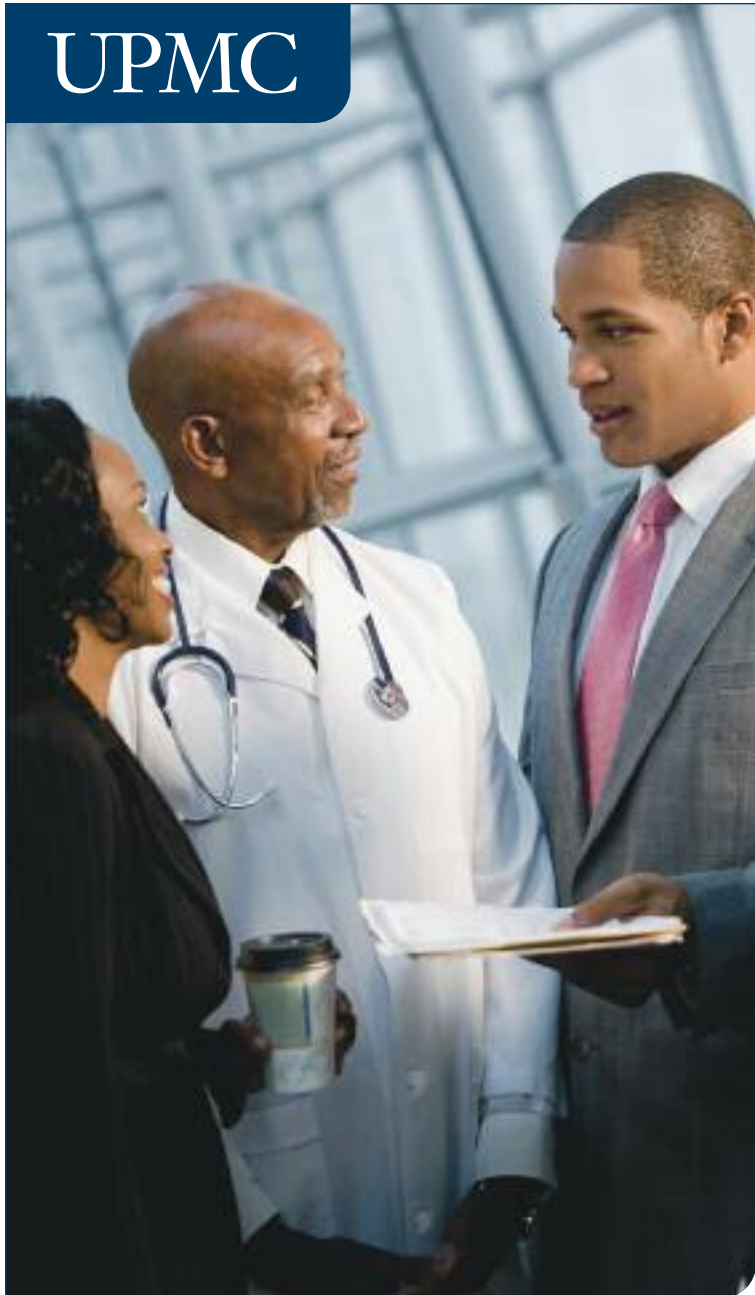
By selecting a UPMC MedChart solution, private practices will benefit from the functionality of an Epic or Allscripts' EHR product with these additional benefits:

- UPMC EHR donation — cost is \$499 per month, per provider, regardless of option selected, through the December 31, 2013 sunset of the Stark Law exception, and Anti-Kickback Safe Harbor, for EHR donations
- technical assistance with implementation, training, and support
- support to reach the 25 U.S. Department of Health and Human Services meaningful use criteria required to be met in order to qualify for Medicare or Medicaid incentives; for example the electronic prescribing criteria
- assistance with process redesign as necessary for successful integration of EHR into practice workflow
- options for comprehensive EHR solutions that automate scheduling, registration, billing, and claims
- optional levels of connectivity with UPMC hospitals and specialty practices for the treating physician to access patient information, streamlined referrals, and simplified diagnostic test orders and results

UPMC MedLink

If your practice already maintains its own EHR solution, we offer UPMC MedLink, a cost-free means of access to your patients' lab, radiology, cardiology, and other test results, as well as operative reports and discharge summaries.





Information System Resources

UPMC MedTrak is a suite of communication products that are designed to keep you informed and up-to-date about your patients when they are being treated at UPMC facilities. By using your choice of telephone, fax, or Internet connection, you can obtain access to outpatient appointments, eRecord (our award-winning electronic health record), and clinical consultative services.

UPMC MedTrak features:

- secure, simple remote access to the UPMC eRecord and other electronic services
- contact information for approximately 17,000 physicians
- access to more than 400 physician/specialty on-call schedules from UPMC hospitals
- ability to communicate with other physicians who share in your patient's care
- remote access to the eRecord and expedited requests for clinical documentation
- ability to see where your patients are within the UPMC system
- inpatient, outpatient, or ancillary testing coordinated through a single site
- ability to request appointments, identify service sites, and be notified of any changes

Management Resources

UPMC has extensive experience, expertise, and documented success in the financial and business practices that are an essential component of solid and successful practice management. Our physician practices consistently exceed national benchmarks as published by the Medical Group Management Association (MGMA) and other national practice management organizations in revenue cycle indicators and days in accounts receivable.

UPMC Practice Solutions participants may have the opportunity to contract with UPMC for a full array of our management services and solutions for which we charge a fair market value rate.

UPMC Practice Solutions

These services include:

- registration and scheduling software, services, and support
- billing/revenue cycle software, services, and support
- accounts receivable management
- accounts payable management
- medical management services and support
- regulatory and compliance services and support, such as HIPAA, OSHA, CLIA
- general accounting services and support

These services are backed by the extensive experience, support, and proven track record of UPMC's physician practice management team. The physician office/practice management program is supported by the Epic computer system, which is a nationally recognized and powerful practice management information system that is used by the practices of UPMC's Physician Services Division (nearly 5,300 physicians currently utilize this system at UPMC).

Communication Services

UPMC MedCall facilitates all types of communication among physicians, institutions, and patients to provide a single source, "concierge-style" contact. All participating physicians, hospitals, and health facilities can access UPMC MedCall to gain efficient and effective services for urgent and nonurgent referrals, transfers, and consultations for UPMC inpatient and outpatient services, and follow-up patient information.

Referral coordinators are available 24 hours a day, seven days a week. There is no fee for accessing this service.

Malpractice Insurance

Participating physicians who qualify may have the opportunity to receive malpractice insurance at competitive rates through UPMC's primary malpractice liability insurance carrier, Tri-Century Insurance Company, a licensed casualty carrier within the commonwealth of Pennsylvania and a subsidiary of UPMC. Tri-Century provides primary malpractice liability coverage on an occurrence basis within the basic limits as required by Pennsylvania law.





Continuing Medical Education

UPMC Practice Solutions offers many opportunities for continuing education, particularly for self-directed learning according to your schedule and pace. All courses offer Category 1 continuing medical education (CME) credits. All self-directed learning programs are free through UPMC MedTrak.

Programs include:

- internet-based activity programs
- videotaped CME programs
- formal course programs via the Internet (fees for UPMC formal courses depend upon the individual course)

Patient Education Materials

Participating physicians can utilize patient-directed educational materials developed by the UPMC Patient Education Committee.

The materials cover hundreds of topics and are continuously reviewed and updated to ensure accuracy. All materials are available online and can be generated on a print-on-demand basis at no cost.

Physician Recruitment Assistance

UPMC offers UPMC Practice Solutions participants assistance with physician recruiting efforts. Physician opportunities with your practice can be posted on the UPMC website. There is no fee for accessing this service.

Answering Service

UPMC's Integrated Medical Call Center is staffed by service representatives who are conversant in health care issues and can expertly address the typical questions patients have after-hours, and relay that information according to your instructions.

Fully automated, our answering service offers periodic reporting at intervals you specify, along with message tracking and forwarding.

Costs are market competitive with a flat-fee pricing strategy to allow for consistent monthly budgeting. There are no extra costs for faxing, call outs, or other services. Problem resolution is handled through an escalation procedure that makes the management staff reachable 24 hours a day, seven days a week.



UPMC Practice Solutions

Forbes Tower, Suite 10013
200 Lothrop St.
Pittsburgh, PA 15213
Telephone: 1-866-648-8483
upmc.com/practicesolutions

If a physician is interested in becoming a participant in the UPMC Practice Solutions program, he or she needs to complete a simple application agreement and may need to enter into a contractual relationship with UPMC. The terms of the contract will vary depending upon the program components selected.

UPMC is an equal opportunity employer. UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.