



overview

Empowering your members to make smart choices

GeoAccess® ProviderLookup Online is an advanced provider search and selection service—linked seamlessly with your existing website—that can increase member satisfaction while reducing administrative workload. Its innovative, self-service features help lead your members more directly, quickly, and easily to their desired results and provide more complete information than ever before. To the extent that better self-service can lead to better information sharing, fewer questions, and reduced costs, both you and your members benefit.

value

Improved plan member services at lower cost

- Provide better service and convenience to plan members via your website
- Increase plan member satisfaction through self-service provider selection tool
- Lower out-of-network claims costs due to outdated provider directories
- Minimize the demand for, and cost of, traditional printed directories
- Lower overall administrative costs while improving member retention and enrollment

technical features

ROBUST GEOGRAPHIC DATA

- Locations can be geocoded based on address, intersection, city/state, or zip code.
- Address-based geocoding allows maximum precision.
- City/state geocoding provides flexibility.
- Quarterly updates refresh system data.
- International data for Puerto Rico is included.

DEDICATED SUPPORT

- 24-hour support hotline keeps you in touch with our technicians.
- Fully monitored systems enhance performance.
- Online access to your site's activity statistics is at your fingertips—24 hours a day, seven days a week.

HIGH-VOLUME CAPACITY AND SECURITY

- Highly advanced Network Operations Center houses our servers and is loaded with environmental controls, back-up generators, and security systems—designed to maintain your site's continuous performance.
- Load-balancing routes traffic between mirrored servers.
- Redundant T3 connections provide 28 times more bandwidth than widely used T1 connections.
- Spatially indexed provider data delivers sub-second searches.
- Distance-based searches use proprietary distance-calculation technology.



Finding a provider should be trouble-free—for everyone.

it's all about your members

Self-service convenience

ProviderLookup Online helps health plan members pinpoint providers to meet individual and family needs. This robust, self-service tool makes it easy for individuals to quickly find such answers as: *What network providers are convenient to me?* and *Is my doctor in the network?* Members enjoy fast, fingertip access to the most accurate, up-to-date provider information available. This tool is available to members when they need it most—for unexpected illnesses, or around the clock for open enrollment purposes and for life events such as marriages, births, and relocations.

Members can quickly identify providers of choice by searching and filtering by provider characteristics such as specialty, gender, proximity to home or work, languages spoken, and hospital admitting privileges. Up to 100 of the nearest providers are returned for a single search. Full-color interactive maps—complete with turn-by-turn driving directions—guide individuals to their providers' locations.

ProviderLookup Online can reduce phone calls to your call center. What's more, plan members can print a current, personalized provider directory, ultimately lowering the costs of traditional directory fulfillment and distribution.



Visit our directory demo at
www.ingenix.com/geoaccess/po

current data, seamless integration and dependable uptime

Reliable provider data, maximum system performance

Ingenix data professionals collect provider data from your data sources each day, week, or month based upon your business needs, then apply our proven data cleaning technologies. You can boost member satisfaction while reducing out-of-network claims by utilizing current online data.

The ProviderLookup Online service links seamlessly to your existing website by incorporating your company logo and navigation into a framework that “wraps around” the lookup service. ProviderLookup Online runs on powerful Internet servers in our Network Operations Center—a

state-of-the-art facility designed for maximum availability and performance of your site. The center’s advanced security and performance features include a biological hand-scanning entry system, redundant T3 connections, back-up generators, and the latest environmental controls.

features and benefits

TABBED PAGES FOR EASIER NAVIGATION

ProviderLookup Online search functions are organized into two tabbed pages for searching by provider name or by plan-member geographic location, making navigation faster and easier.

PROVIDER RESULTS PAGE

The Provider Results Page returns up to 100 of the most relevant providers for a single search. It displays the provider's name, degree, specialty, address, phone, hospital privileges, and any other information to educate members about providers. Additional features of the Results Page include:

- **Short list Comparison**—Lets you click on various provider names from the list of 100 and create a separate list of up to five providers visible on the same page of the search results. Clicking on “Compare” will present provider information (location, gender, specialty, languages spoken, etc.) side-by-side for easier comparison. Provider detail pages are accessible via the short list by clicking on the provider's name, which is linked to the detail page.
- **Jump-To Option**—Features a drop-down menu that lets you sort, or quickly “jump to” provider information according to provider name, specialty, geographic distance, city, or zip code. For example, sorting by “specialty” lets you view all the specialties returned in the search as well as an indication of which page the specialties are located.



Provider Results Page ▲

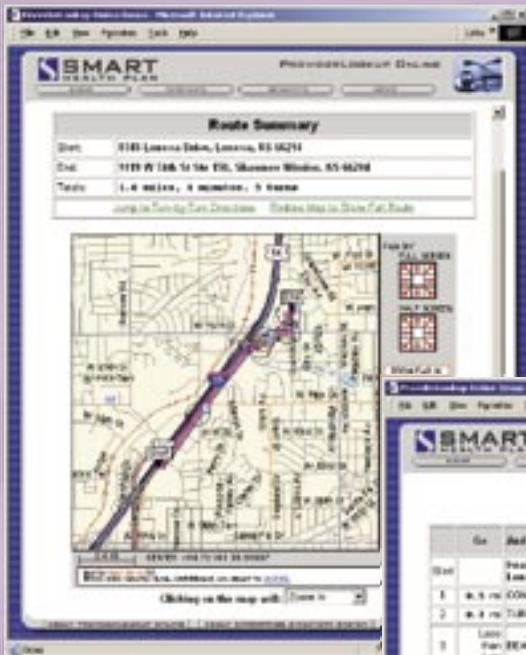
Short list Comparison ▼





Personalized Directories ▲

Interactive Maps and Driving Directions ▼



- **Multiple Directory Distribution Options**— Offers new conveniences by allowing you to access lists of providers in various formats to meet personal preferences. You can access lists online or specify that the lists be sent via fax or e-mail.
- **Printer-Friendly Pages**—Printer-friendly link modifies results page, or short list, allowing easy printing from your browser.

QUICK SEARCH PATH

Affords a fast way to choose providers through a shorter, three-step process for defining search parameters and criteria.

NAME LOOKUP

If your plan members travel or have covered family members who reside elsewhere, this feature helps them search across the country for a specific network provider by name only. In the past, the search-by-name-only function was constrained to a local geographic radius. Members now have the option of either searching the entire network regardless of geographic area, or narrowing the search by entering geographic information.

additional capabilities

ROBUST GEOGRAPHIC DATA

- ProviderLookup Online can search from street address, intersection, city and state, or just a zip code. Quarterly updates refresh system data.
- “Boundary-less” geographic technology searches a designated radius from the member’s address, regardless of zip code, county, or other arbitrary boundaries. International data for Puerto Rico is included.
- Dynamically generated mileage selections based on an individual’s geographic classification help members locate convenient network providers in urban, suburban, and rural areas.
- Exclusive distance measuring technology returns precise information about convenient network providers.

INTERACTIVE MAPS AND DRIVING DIRECTIONS

- Full-color maps display both the member’s location and provider’s location.
- Zoom and pan features show street-level detail and convenient landmarks.
- Turn-by-turn driving directions describe the route from the member to the provider.

ACCESS TO SITE STATISTICS

- Using GeoAccess’ MySite, you can check vital statistics of your site online 24 hours a day, seven days a week.

PERSONALIZED DIRECTORIES

- Online directories in standard directory format let members view and print their search results, reducing the need to produce, distribute, and store expensive traditional directories.
- Further personalize the directory with a cover page and other information.
- Providers are grouped and sorted by specialty for easy reference.
- Individuals can share the directory with family members.

ingenix

The value of experience

More than twelve hundred payers now look to Ingenix for solutions to their complex business challenges. By integrating its 160 products and services, Ingenix helps its clients increase revenue, manage medical costs, and simplify insurance administration with powerful data, software, consulting, and outsourcing solutions. Consistent capital investment, stability of resources, and continual innovation have made Ingenix one of the largest and fastest growing U.S. health care information companies.

contact

For information

(800) 765-6034
ingenuity@ingenix.com
M–F, 9–8 Eastern Time
www.ingenix.com

© 2004 Ingenix, Inc. | 4-04 #FS519