

Continuity & Change

FAQs for all Customers of Availity and RealMed



Of Interest to all Customers

1. What can customers expect from this combination of companies?

You should expect *continuity* in the same products, services, contractual commitments, and deep appreciation of your business needs that you've always enjoyed from RealMed and Availity. Both companies have a strong orientation to helping health care providers get paid more efficiently and to streamlining administrative work among health care stakeholders.

Availity will take a 'best of both' approach to combining our companies' respective strengths, experience and resources. This acquisition is all about bringing together two strong and successful companies to create more benefit for you.

In the near term, there are very few areas which will *change* from your perspective—and this is intentional. Your business continuity is important to us, and our goal is to minimize any interruption to it.

Over time, we hope customers will see how our businesses complement each other to deliver an even stronger suite of offerings to help manage your business through superior information exchange.

2. What is not going to change as a result of the combination of RealMed and Availity?

Both companies carry an unwavering commitment to customer service, and will continue creating innovative, industry leading health plan- and provider-focused solutions to reduce administrative expenses, simplify workflow, and improve health care delivery.

Specifically, your customer and technical support channels remain the same, there are no planned changes to your sales and account management staff, your technology interface remains the same, and your workflow remains uninterrupted.

3. What does 'best of both' mean?

Availity and RealMed are both successful in their own right. As we combine, we will focus on the elements of both businesses that will best enable us to grow and realize further success among provider, health plans and channel partners.



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4. From a customer perspective, why is Availity combining with RealMed?

Availity views RealMed as an excellent complementary fit, and we believe our customers will agree. Availity has deep health plan relationships, and a business model that strongly focuses on health plan automation and self-service needs. RealMed has been especially successful understanding the unique needs of physicians, and in helping providers improve their payment cycles.

In short, we expect to offer a more competitive array of services in the market, and serve you better as one united enterprise with two businesses.

5. What are the benefits for provider customers?

Immediately, provider customers will continue to have access to the innovative products that have made Availity and RealMed successful, as well as to sales and service teams committed to excellent service. You'll have options for both no-cost services and fee-based services that meet your needs.

In the longer term, health care providers will benefit from a broader product offering, enhanced infrastructure and better delivery of services and solutions.

6. What are the benefits for health plan customers?

Health plans will benefit from increased adoption of electronic tools that can help drive down costs and deliver self-service alternatives for providers. Solutions provided by the combined companies' product offerings may also help health plans who are looking for innovative ways to communicate and exchange information with their provider networks, and enhance provider services.

7. What are the benefits for channel partners?

Channel partners will see increased opportunities with the combined company. If you're a channel partner, you'll benefit from an enterprise approach by our teams to help create stickiness in your products, and to deliver more robust solutions to your provider customers. Please see our FAQs for channel partners for more information.

8. What does the geographical footprint of Availity-RealMed look like?

We now have a larger footprint nationwide.

