

## Continuity & Change

FAQs for Channel Partners of Availity and RealMed



## Of Interest to Channel Partners

**1. Will channel partners be working with the same people who managed the relationship before?**

Yes, all day-to-day sales and service contacts will remain the same at both companies.

**2. Will RealMed honor its contracts with channel partners and vendors/ suppliers? I have contracts with both RealMed and Availity – which contract will be honored?**

Availity plans to honor all effective contracts through the ends of their existing terms.

**3. How will RealMed's and Availity's business model change for channel partners?**

Immediately, there will be no discernible change, as we strive to assure that our customers' workflows are minimally affected by the combination of companies.

In the near term, however, a combined enterprise team will be assembled to deliver solutions for channel partners. This enterprise-wide approach is planned to help channel partners better serve their provider customers with a full suite of offerings, and to help consolidate connections and relationships where it makes sense. We will communicate more about this team when details are available.

**4. Will there be new offerings for channel business partners? What will those be?**

Availity believes the combination of companies will provide new services, products, and technologies that will benefit channel partners and their provider customers alike.

Both companies complement each other extremely well. However, since many details have not been determined yet, it is premature to speculate as to the specifics of new product or service offerings.

In general, RealMed channel partners are likely to see an increase in direct health plan connections, and access to Availity-based innovations, such as member liability estimators. Availity channel partners are likely to see additional revenue cycle management functions delivered through the RealMed platform. We will communicate more about the channel partner offerings when details are available.

