

Of Interest to Provider Customers

1. Is Availity going to start charging for their services?

Availity has no current plan to change pricing on its free web portal for providers.

2. Is Availity going to make RealMed available to providers for free?

RealMed's business model is central to the way Availity will introduce a premium suite of offerings to complement its web portal services which are offered at no cost to providers. Availity has no plans to make RealMed's valued services free to providers.

3. What new capabilities will be offered to providers as a result of this combination?

In the immediate term, both businesses' product and service offerings will remain the same as they are currently. Longer term, health care providers will benefit from a broader product offering, enhanced infrastructure and seamless delivery of services and solutions.

4. Is RealMed going to be phased out over time?

There are no plans for such an action. Availity is combining with RealMed to grow the business.

5. Will investment continue in RealMed's/ Availity's application?

Both businesses will continue to innovate—and invest in new features, functionality and coverage—as any good business does.

6. Will RealMed be using Availity's claims management engine (i.e., when RealMed receives Humana claims, will they go real-time to Humana)?

RealMed will continue to send claims through the networks that make the most sense to meet the customers' needs. This is expected to include using Availity's claims management applications and connections to many leading health plans.

7. Will RealMed honor its pricing agreements with providers? For how long?

Existing pricing agreements will be honored for the duration of their terms. Market and regional dynamics can affect the prices of our services. We continually seek to deliver greater value to customers than the prices we charge. Any changes will be communicated accordingly if or when they become relevant.

8. Will there be any disruption to delivery of either company's products or services?

No. Providers will continue to have access to the innovative products that have made both Availity and RealMed successful and to a service team committed to meeting their needs.

Continuity & Change

FAQs for Provider Customers of Availity and RealMed



9. Will product lines be combined or discontinued?

The two companies' product ranges are highly complementary, so as a combined enterprise Availity will have one of the broadest and most innovative product portfolios in the industry. We will continue to offer the products that are most important to customers of both companies and to innovate in ways that continue to shape health care information exchange.

10. Will RealMed representatives support the Availity application, and vice versa?

At this time, Availity's sales and service team will continue to support its own customers, as will RealMed's sales and service teams support its customers. There are no current plans to integrate customer service or technical support teams, as each is tied to the product and service line they support.

11. I have RealMed services deeply embedded in my process; will I get to see a road map of planned changes?

Yes, our management teams recognize that customers depend on a solid roadmap for strategic planning. We will work in a transparent way throughout the integration and will let customers know about outlooks and plans.

12. Will I get to keep my RealMed Customer Account Manager, or my Availity Market Representative?

Yes. All support team relationships are intact and no changes are planned.

13. If I call Customer Support, which company will answer the phone?

The customer support and technical support teams for each company will remain intact, and there are no plans to integrate them. If you call Availity, you will receive Availity Client Support; if you call RealMed, you will receive RealMed Client Support.

14. Can I use both Availity and RealMed together?

Yes, they may reside on the same desktop and can be used in their current fashion. There are no immediate plans to combine the applications.

15. Will this acquisition cause my projects to be delayed?

Technical support staff from both companies will continue their work on all current projects.

16. Will I have to retrain my staff to use another company's application?

No changes are planned that would require re-training of any staff.

