



Medical Record Retrieval Services



Your Long Term Strategic Partner



Trusted Vendor with Proven Track Record

- ✓ Delighting customers for over 14 years
- ✓ Rich experience working with market leaders
- ✓ Best-in-class customer service & support



Domain Focus

- ✓ Firsthand experience in APS Retrieval services lends Senior Management Team unique insight on industry challenges
- ✓ Specialized teams handle specific processes and are well versed with the procedures and protocols of medical facilities / copy services
- ✓ Robust business process ensures consistent and accurate delivery



Value Proposition

- ✓ Faster turnaround time - Reliable and quick turnaround keeps us the most sought-after partner in the industry
- ✓ Scalability - Our 750-member team can be deployed to handle surges in volume in a time-sensitive fashion
- ✓ Cost Savings - We offer cost-effective pricing models to cater to your needs. Our industry expertise results in significant savings

eNoah's APS Retrieval Services

eNoah is a **customer-focused partner** with over a **decade of experience delighting customers**. We offer unique engagement models that fit your specific needs.

Our team of competent & experienced specialists strives to deliver great quality in a timely & consistent manner.

eNoah is **HIPAA compliant & ISO 27001 Certified**.



HIPAA Complaint & ISO 27001 Certified



Medical Records Storage



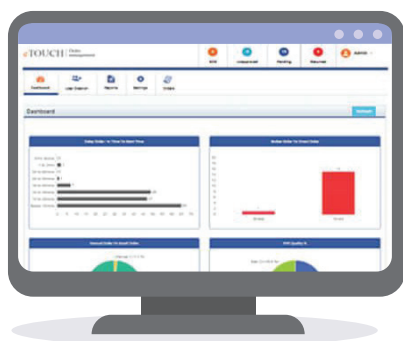
Electronic Records



Processing Time: 10 days



Easy Access



Tools / Reports

Obtaining medical records is simple with eNoah. Just place your request through our secure website. We take care of the rest.

We have our own CRM and provide **end to end** service to our customers.

We are also very flexible in working on our Clients' work flow tool (**Only calling part**).

CRM / Work Flow Tool

- ✓ Web-based CRM tool accessible across the globe 24/7
- ✓ Insurance company wise order assignment TZ/Queue wise order management
- ✓ Hourly, daily, monthly production report
- ✓ Time Service slab wise report
- ✓ Request & payment tracker
- ✓ Fee negotiation tracker
- ✓ Customer service, incoming calls order management
- ✓ Secure file transfer for images and scanned documents
- ✓ Web based request transaction
- ✓ Credit card & e-Check
- ✓ Overnight pickup

APS Retrieval Team



200+ Heads



Clients include **Carriers, IMOs, BGAs and Vendors**



15,000 calls per day to Medical Record Facilities Nationwide



Complete **96% of the call queue** on daily basis

Metrics That Matter



350,000 Medical Records Retrieved / year



Customized reporting based on Client's specific needs, including cycle time and completion rates



APS Retrieval Service Quality of Calls - **96% +**



Productivity per resource per month - **1620 calls at 70% successful connects**



TIME SERVICE - Best in Industry

- Facility/Copy Service contact within 24 hours @ **98%**
- Follow up status calls to facility/copy service met as scheduled @ **95%**

- Same Day Retrieval @ **18%**
- Less than 5 Days @ **50%**
- Less than 10 Days @ **85%**
- Less than 20 Days @ **95%**

Engagement Models Tailored to Your Needs



Save costs with one of our customizable engagement models. We can support you with an onshore team, an offshore team, or a blended model utilizing both teams, all at competitive prices.

Lacy Witte | Vice President

APS Retrieval Operations

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ISSUE TRACKING SYSTEM



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WHATSAPP



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