

# Knowledge and Experience... with a Human Touch

*Think of all the reasons you entered the healthcare profession. Chances are good that your list does not include such things as cash flow management, claims adjudication, or financial analysis.*

*Yet, even a single doctor practice has a business side that most practices find unwieldy and burdensome. Multi-doctor practices can be even more complicated, requiring constant attention to administrative and financial matters.*

*If you're like most healthcare professionals, you'd prefer to spend less time dealing with the business side of your practice and more time caring for your patients. That's where ICS can help.*

*International Computer Solutions, Inc. (ICS) is a leading provider of practice management systems for healthcare professionals. What sets us apart from other companies in the industry is our knack for applying the human touch to the services we provide.*

*We know that most healthcare professionals look at technology in the same way that most people look at healthcare. The less they know, the more uncomfortable they are with it. But when they find someone who can deliver it with care, understanding, and respect, the more likely they'll be to take advantage of it.*

*We turn practice management tools into real benefits for you... results that can make a real difference in your practice and the care you deliver to your patients.*

*Read on and learn about the ICS difference... knowledge and experience with a human touch.*



# Who is ICS?

## THE COMPANY

International Computer Solutions, Inc. has been developing and delivering practice management software solutions and computer systems since 1985. Based in Atlanta, Georgia, the company's products are used by more than 3,000 healthcare professionals nationwide.

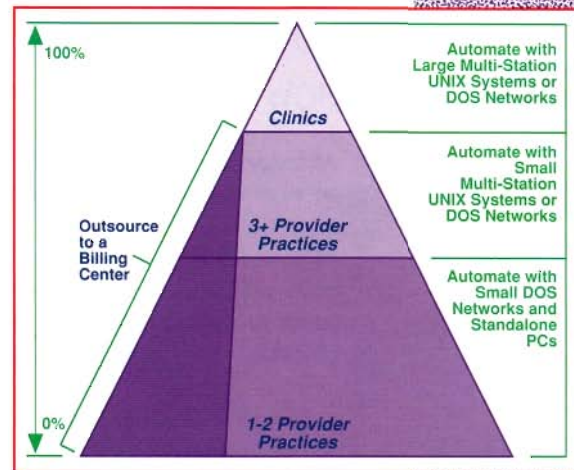
ICS practice management products are designed by a staff of healthcare and data processing professionals who understand the daily requirements of today's practice and are able to develop solutions that are meaningful and cost-effective. ICS has developed and introduced new and innovative software products, becoming a leader in practice management and electronic claims submission software systems for the healthcare industry.

## THE PRODUCTS

ICS offers two distinct product lines, each targeted to a different segment of the healthcare marketplace: **ICS Component Products** and the **ICS Practice Manager**.

**ICS Component Products** are PC-based products that are simple to use, affordably priced, and targeted to the smaller private practice. **ALedge™** provides practices with electronic patient billing, replacing their current ledger card system, while **AcClaim from ICS™** allows the practice to submit insurance claims either on paper or electronically through ICS's clearinghouse. **ALedge™** also features a line of "add-on" products including **LetterMaker™**, **Collect™**, **Recall™**, **Refer™**, and **Appoint™**.

The **ICS Practice Manager** product line is designed for physicians, dentists, and oral surgeons who operate in group practices with one or more locations and require a comprehensive array of automation features. The system emphasizes a total integrated approach to managing a healthcare practice. It is considered mid-range in scope and works in a UNIX operating system. In addition to **ICS Medical Practice Manager™**, **ICS Dental Practice Manager™**, and **ICS Oral and Maxillofacial Surgery Practice Manager™**, the product series offers a variety of fully integrating "add-on" programs, including **Electronic Claims Manager™**, **Custom Report Manager™**, **Appointment Resource Manager™**, and **Provider Information Manager™**.



## STRATEGIC PARTNERS

ICS has established strategic partnerships with numerous companies to provide practice management related services to healthcare professionals:

**Newport Professional Services** (800/444-0201) provides telephone and onsite consulting. Qualified healthcare management professionals can review your practice and, working with your staff, develop a comprehensive plan of action for automating your practice or just getting the most out of your current system. You do not need to be a client of ICS to take advantage of the services Newport can provide.

**Billing Centers.** For those practices that want the benefits of electronic claims submission, patient accounting, and management reporting but are not prepared to automate at this time, ICS supports a network of independently owned and operated billing centers. These centers use ICS's state-of-the-art practice management software and can be your short-term solution (until you decide to automate) or your long term solution. For the name of an ICS authorized billing center near you, call the ICS Marketing Services Group at 800/444-0201.

# Why Choose ICS?

## IMPROVE CASH FLOW

Electronic insurance submission and tracking provides for faster reimbursement. Automated patient billing and tracking helps keep your accounts current.

## REDUCE COSTS

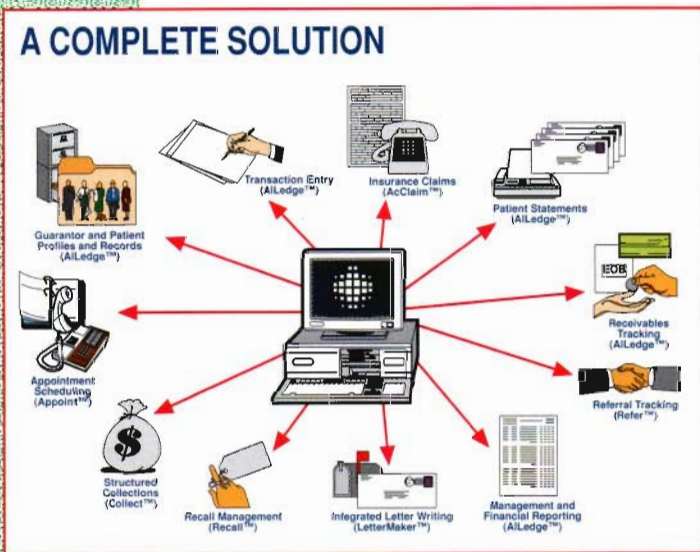
Electronic claims submission reduces the time required to complete complex insurance forms and eliminates the costs associated with stuffing and mailing envelopes.

## INCREASE EFFICIENCY

Maintaining patient information and posting transactions is intuitive and quick, giving your staff the time to concentrate on patients, not paperwork.

## EASY TO LEARN, SIMPLE TO USE

Concise documentation takes you through the software step-by-step. On-line help provides information with a single keystroke.



## MODULAR DESIGN

ICS products allow you to add only those features you need now. As your practice grows, needs changes, or budget allows, you can add features.

## IMPROVE COMMUNICATIONS

Comprehensive management reporting allows you to better communicate financial and production information with doctors, staff members, insurance carriers, accountants, and other business partners. With integrated word processing (optional), you can quickly and easily communicate with your patients and business partners – including referral sources – with personalized correspondence.

## KEEP UP WITH MEDICARE AND HEALTH CARE REFORM

The government is attempting to balance the budget on the backs of today's healthcare providers. Health Care Reform, any flavor, will only increase that burden. ICS works constantly to stay on top of the changes mandated by the government and insurance industry. Universal changes in formats or coding are incorporated into the software and edits, preventing claims from being filed incorrectly after changes are made.

## PROTECT YOUR AUTOMATION INVESTMENT

All ICS products are written in standard computer programming languages for industry standard platforms – nothing proprietary here! You can be secure in the knowledge that your investment will provide you with the best technology available without sacrificing function. The ICS Practice Manager™ series operates on the latest versions and flavors of UNIX, including SCO and IBM's AIX®. The Component Product series can be operated on a single 386-based PC (or higher) running MS/PC-DOS 5.0 (or higher) or across a Novell Netware® or Lantastic® network.

# ALedge™

## AUTOMATED PATIENT BILLING SOFTWARE

ALedge™ is the nation's leading automated patient billing package for healthcare professionals.

This innovative software program is a complete billing and receivables management system designed for practices that are not happy with their present level of automation.

ALedge™ can work as a stand-alone system or can be used as the centerpiece for additional ICS programs such as **AcClaim from ICS™**, **LetterMaker™**, **Collect™**, **Recall™**, **Refer™**, and **Appoint™**.

At ICS, we understand the need for efficiency in a busy practice. We also understand that smaller practices cannot always justify the cost of a more comprehensive practice management system. That's why we developed products like **ALedge™**... low cost

but highly effective systems that bring ICS's innovation and experience to smaller practices.

## HOW DOES ALedge™ WORK?

ALedge™ is as simple to use as a standard patient ledger card, but more efficient. Those who have never used a computer before will find **ALedge™** to be extremely easy to use.

ALedge™ allows you to post charges and payments faster than any other software package on the market. This is possible because of "Quick-Post", an ICS-pioneered entry method. By entering a single procedure code after you have posted an entry in your system, **ALedge™** will automatically generate:

- Daily Journal Entry
- Payment Walkout Receipt
- Insurance Claim Information
- Billing Statement
- Patient Account History
- Financial Report Information

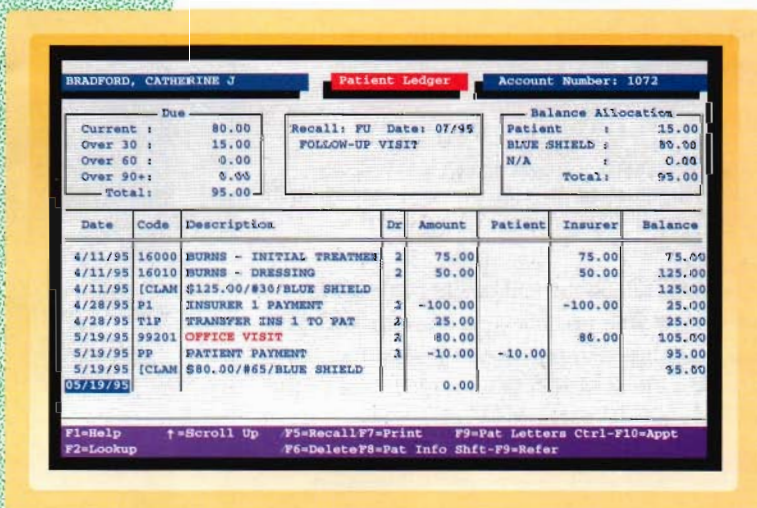
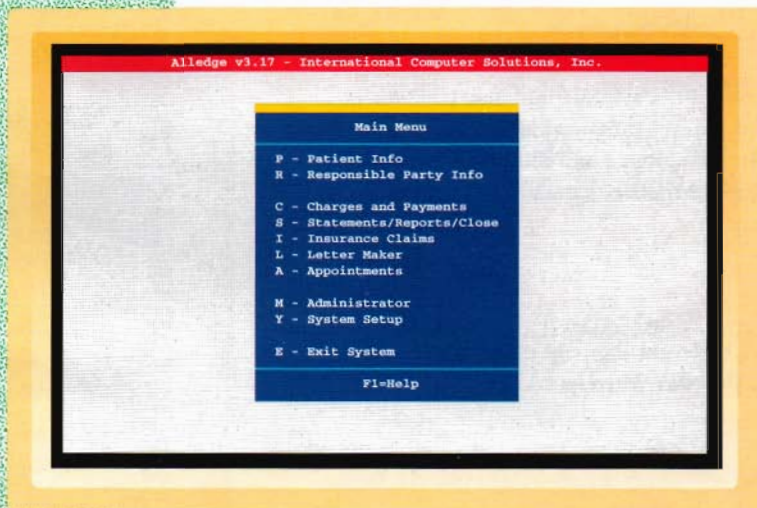
Imagine the time your staff will save by eliminating the time-consuming paperwork involved in manually generating these items.

## START USING ALedge™ NOW

ALedge™ does not require extensive training. The documentation provided with the software provides basics on using the system. Online help is available with a single keystroke when needed.

ALedge™ also requires minimal setup before you put it to use. In fact, you only need to answer a few questions on one screen to

customize your copy of the software and you'll be ready to go. Setting up doctors, patients, diagnosis codes, and procedure codes can be done while you use the system. Setup screens are displayed in pop-up windows and can be completed without interrupting the task at hand.



# AcClaim from ICS™

## CLAIMS SUBMISSION SOFTWARE

**AcClaim from ICS™** is an innovative software program that was designed to reduce the ever-increasing paperwork burden associated with filing and tracking insurance claims in healthcare practices. Today, more than ever before, there is increased pressure from government agencies (like Medicare and Medicaid) and insurance companies to streamline the claims processing system. **AcClaim** has been specifically designed for that purpose.

In simplifying claims preparation and submission, **AcClaim from ICS™** offers a number of tremendous advantages for your practice: improved cash flow, reduced claim errors, faster EOB turnaround, and better overall practice management. **AcClaim** can be used as a stand-alone program or can be used seamlessly in conjunction with **ALedge™**, our electronic patient billing software.

## HOW DOES AcClaim from ICS™ WORK?

**AcClaim from ICS™** allows your administrative staff to prepare an insurance claim form, on screen, on any IBM compatible computer and transmit that form electronically to the appropriate insurance company or government agency via an ICS-approved clearinghouse. **AcClaim** interacts with virtually any number of carriers and plans, making claim filing fast and easy.

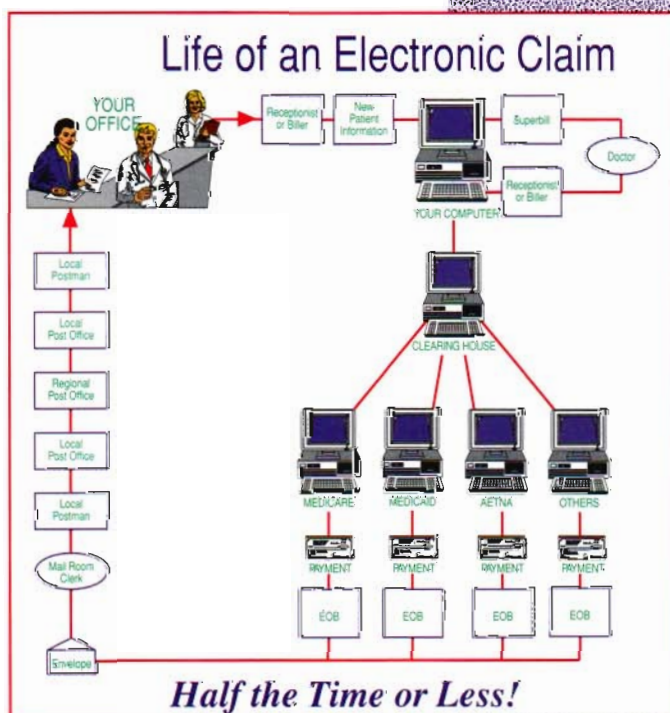
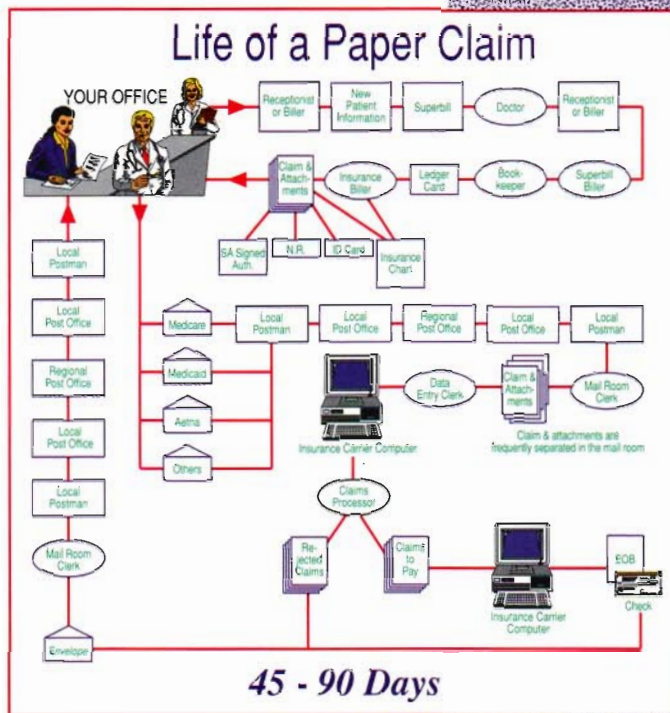
For claims filed electronically, **AcClaim from ICS™** provides sophisticated editing that prevents incomplete or inaccurate claims from being submitted to the carrier. When you consider as many as 40% of all claims submitted contain errors, you can begin to appreciate how much time and effort can be saved by filing complete, accurate claims the first time around. And because the technology is being developed and maintained by a third-party software company, rather than an insurance company agency, you can be sure that your practice's profitability will always be maximized.

With **AcClaim from ICS™**, you also have the option of printing a claim to paper should the need arise for a paper-backup or paper submission.

## START USING AcClaim from ICS™ NOW

**AcClaim from ICS™** does not require extensive training. The system displays the industry standard insurance claims form on the screen (HCFA or ADA) for completion. Documentation provides you with the basics on using the system. Online help is available with a single keystroke when needed.

**AcClaim from ICS™** also requires minimal setup before you put it to use. In fact, you only need to answer a few questions on one screen to customize your copy of the software and you will be ready to go. Setting up doctors, patients, diagnosis codes, and procedure codes can be done while you use the system. Setup screens are displayed in windows and can be completed without interrupting the task at hand.



# Productivity Modules

In addition to **ALedge™** and **AcClaim from ICS™**, ICS provides a suite of add-on products that, when installed, provide a comprehensive solution to your practice management needs.

**LETTERMAKER™** was designed to help facilitate correspondence with patients. From reminders about healthcare procedures to referral letters to personal memos, **LetterMaker™** makes letter writing fast and easy.



If your office staff seems to spend an inordinate amount of time just working on routine correspondence or you are not communicating with your patients the way you would like, then you'll be happy to know about **LetterMaker™**. By simply pressing a key from within **ALedge™**, **Collect™**, or **Refer™**, you can generate and print customized letters, saving time and improving communications. **LetterMaker™** allows you to build standard templates with text and codes for merging with a patient's file information. You can even set up templates to be linked with procedures so that a letter is automatically printed when that service is provided to a patient.

**RECALL™** is a system that enables you to ensure that patients come back for follow-up visits. It assures that your practice can quickly and accurately schedule all patients requiring return visits.



With a heavy patient load, it is often easy to let follow-up visits fall through the cracks. It's difficult to stay abreast of who should return and when and why. That's where **Recall™** can help. It makes tracking return patient visits almost effortless.

**APPOINT™** is a unique program that makes scheduling quick, while combining the simplicity of your current manual system with the power of the computer.



If you are currently working under a manual appointment scheduling system, you understand the limitations it can have. Normally, one person is responsible for "the book", which eliminates multi-user access. Cancelling a full day of appointments because of illness or emergency becomes a rescheduling nightmare, since each patient's phone number, reason for appointment, etc. must be looked up separately. Coordinating equipment needs and room schedules is complicated and cumbersome. **Appointment™** not only solves these problems, it also offers features that will help contribute to the overall efficiency of your office.

**REFER™** was created as a tool to help you track patient referrals on an incoming and outgoing basis. At a glance, you'll be able to see which patients were referred to your practice and by whom, or which patients you have referred to another practice.



Patients often come in after being referred by another doctor. But they also come as a result of referral from a friend, co-worker, or even through an advertisement. But if you're not capturing that information, you have no way of knowing how effective your patient-generating efforts are. With **Refer™**, you'll be able to measure the effectiveness of your marketing efforts.

**COLLECT™** was developed to help your practice become more efficient in the area of collections. In a busy practice, collections sometimes takes a back seat to meeting the immediate needs of patients. But without solid collection procedures, your operation could come grinding to a halt.



**Collect™** simplifies and organizes those procedures and keeps your staff operating efficiently. **Collect™** allows you to know immediately whose accounts are overdue and help your dunning efforts, thus preventing accounts from sliding into an unrecoverable status. You can select individual accounts for collection or you can establish criteria for selecting and sorting multiple accounts targeted for collection. For instance, you can select all patients who have a balance of more than \$100 that is 60 or more than days past due.

The unique features designed in **Collect™** allow you to actually dial the patient's phone number with the press of a key. Simple integration let's you switch between the collection screen and the patient's ledger and you can add collection notes right on the screen. When combined with **LetterMaker™**, **Collect™** allows you to generate and print collection letters.

# Feature Comparison

AILEDGE™	ICS #2	#3	#4	LETTERMAKER™	ICS #2	#3	#4
"Quick-Post™" technology	✓			Integrated with ALledge	✓		
Must setup ledger codes before using				Integrated with Refer	✓		
Must setup patient files before using				Integrated with Recall	✓		
Must setup doctor files before using				User-defined templates	✓		
Must setup carrier files before using				Link templates to procedure codes	✓		
Patient file includes: Name	✓			Create: Letter templates for standard letters	✓		
Account number	✓			Superbill templates	✓		
Address	✓			Procedure-linked information templates	✓		
Home phone	✓			Procedure-linked instruction templates	✓		
Date of birth	✓			Merge templates with: Guarantor data	✓		
Sex	✓			Patient data	✓		
Marital status	✓			Acct balances with aging	✓		
Student status	✓			Computer system date	✓		
Employment status	✓			Ins carrier 1 & 2 information	✓		
Primary doctor	✓			Referral information	✓		
Guarantor	✓			Collection information	✓		
Primary insurance policy	✓			Print letters/documents on demand	✓		
Secondary insurance policy	✓			Print letters/documents in batches	✓		
Free-form notes	✓			<b>COLLECT™</b>			
Guarantor file includes: Name	✓			Integrated with ALledge	✓		
Account number	✓			Integrated with LetterMaker	✓		
Address	✓			Single patient look-up	✓		
Home & work phones	✓			Multiple patient look-up	✓		
Date of birth	✓			Skip accounts previously scanned	✓		
Sex	✓			Automatically dial work and home phone numbers	✓		
Employer name	✓			Enter collection notes	✓		
Primary doctor	✓			Merge with LetterMaker for collection letters	✓		
Insurance ID numbers	✓			<b>RECALL™</b>			
Manually assign account numbers	✓			Integrated with ALledge	✓		
Automatically assign account numbers	✓			Integrated with Apptoint	✓		
User determines 1st automatic account number	✓			User-defined recall reasons	✓		
Ledger includes: Balance with aging	✓			Set recalls by month and year	✓		
Balance allocation	✓			Prints recall postcard	✓		
Transaction date	✓			<b>REFER™</b>			
Transaction ledger code	✓			Integrated with ALledge	✓		
Transaction description	✓			Integrated with LetterMaker	✓		
Transaction doctor	✓			Generate referral letters with LetterMaker	✓		
Transaction amount	✓			Tracking reports: Incoming referrals by source	✓		
Transaction patient allocation	✓			Outgoing referrals by destination	✓		
Transaction ins #1 allocation	✓			Production by referral source	✓		
Transaction ins #2 allocation	✓			<b>APPOINT™</b>			
30-day aging on balance	✓			Integrated with ALledge	✓		
60-day aging on balance	✓			Integrated with Recall	✓		
90-day aging on balance	✓			Multiple provider scheduling	✓		
Finance charges can accrue on aged balances	✓			"Quickscan" for next available appt	✓		
Types of ledger codes: Charge codes	✓			Select existing patients from system	✓		
Payment codes	✓			Temporarily setup new patients	✓		
Adjustment codes	✓			Forecast revenue	✓		
Transfer codes	✓			Patient check-in	✓		
Comment codes	✓			Reschedule appointments	✓		
Add/modify procedures during transaction entry	✓			Cancel appointments	✓		
Add/modify diagnosis during transaction entry	✓			Appt info includes: Date & time of appointment	✓		
Generate and print walkout statements	✓			Patient name	✓		
Generate and print monthly statements	✓			Reason for appointment	✓		
Generate and print patient account history	✓			Expected revenue	✓		
Reports: Aging detail	✓			Free-form comments	✓		
(selected) Aging summary	✓			Tracking and Reports: Tracking and Reporting	✓		
Closed accounts (balance = \$0)	✓			Daily appt schedules	✓		
Code lists - ledger, diagnosis, etc.	✓			Appointment details	✓		
Guarantor lists, details, & summaries	✓			Bumped appointments	✓		
Insurance carrier lists	✓			No shows	✓		
Ledger transaction detail & summary	✓			Scheduling history (log)	✓		
Patient lists, details, & summaries	✓			<b>GENERAL</b>			
Production - detail & summary	✓			IBM Compatible	✓		
<b>AcCLAIM from ICS™</b>				Requires PC/MS-DOS 5.0 or Higher	✓		
Medical version prints to HCFA 1500	✓			On-Line help & documentation	✓		
Dental version prints to ADA form	✓			Fully documented	✓		
Electronic claims submission	✓			Easy to learn	✓		
Claims submitted electronically are edited	✓			Simple to use	✓		
Can file secondary claims	✓			Network ready: Lantastic 5.0 or Simply Lantastic	✓		
Reports (selected): Claims tracking	✓			Novell 3.11 or higher	✓		
Electronic edit	✓			Multiple data group selection available	✓		
Monthly edit	✓						
Activity report	✓						

# Service & Support

## DEDICATED TO BRINGING YOU THE BEST

At ICS, our dedication to bringing you the best only starts with our fine software products. Our service and support is unsurpassed and it's a big part of the reason why so much of our business is based on word-of-mouth advertising. We realize that our job is not over when we deliver a system to your office... in fact, it's just starting. Our commitment is to create a positive interactive relationship with you and your administrative staff, ensuring that you always get the most from your ICS system.

## QUALITY TEAM MANAGEMENT

After purchasing your system and arranging for payment with your ICS sales executive or local reseller, ICS's product fulfillment group takes over your account to see that the system you purchased is delivered to your practice. You can arrange for an installation team to be dispatched to your office to set up your system. Arrangements for training at ICS's facilities or onsite can also be made at this time. Throughout the installation and initial training process, help is only a phone call away. We work closely with your staff to minimize the impact of automating your practice and to help get you up-and-running as soon as possible.

## ONGOING TECHNICAL SUPPORT

Once your system is installed and registered with ICS, you will have access to our toll-free hot-line of technical support professionals. Client Relations personnel are available from 8:30 AM to 8:00 PM, EST and are normally available to immediately take your call. If not, your call will enter a queue where it will be answered by the next available person. ICS's average response time to a customer call is less than 6 minutes... 1/10th of the industry average of 60 minutes. This instantaneous response means you will immediately know the answer to virtually any question you may have, from the simplest inquiry to the most complex problem.

## CONTINUING EDUCATION

ICS offers a wide range of training opportunities to insure that your practice will derive the most benefit from your system. When your system is installed you can arrange for initial training to either be onsite or at ICS's Atlanta Training Center. These training sessions are conducted by experienced instructors who are well-schooled in data processing as well as health care administration. On an ongoing basis, ICS offers regular classes each month that focus on specific modular products or are designed to upgrade an existing users skills. Initial training is also available for new staff members.

## UPGRADES AND ENHANCEMENTS

To keep your system current at all times, ICS periodically issues enhancements and updates which are free of charge to registered users on the current version of ICS's software. Many of these enhancements and updates are based on feedback we receive from users just like you. Some updates reflect government influence and mandates on health care issues. ICS continually stays abreast of industry trends and ensures that your system is current with the latest changes.

## FOR INFORMATION ON ICS PRODUCTS AND SERVICES, CONTACT:

 **International Computer Solutions, Inc.**  
4470 Chamblee Dunwoody Road Suite 500  
Atlanta, GA 30338  
800/444-0201 • 770/451-0161 • Fax: 770/457-1304

### SYSTEM CONFIGURATIONS

#### MINIMUM STANDALONE SYSTEM OR NETWORK WORKSTATION

- Intel 486SX/25 IBM Compatible PC
- 100 MB or Larger Hard Drive
- 4 MB of RAM (540K Free)
- 3.5" Diskette Drive
- 14" SVGA Color Monitor
- MS-DOS 5.0 or Higher
- 2400 Baud External Modem
- 80-column Dot Matrix Printer with Tractor Feed
- Laser or Inkjet Printer for Correspondence (optional)

#### MINIMUM NETWORK SERVER OR HEAVY USE WORKSTATION

- Intel 486DX/33 or 486DX2/66 IBM Compatible PC
- 200 MB or Larger Hard Drive
- 4 MB of RAM (540K Free)
- 3.5" Diskette Drive
- 14" SVGA Color Monitor
- MS-DOS 5.0 or Higher
- 2400 Baud External Modem
- 80-column Dot Matrix Printer with Tractor Feed
- Laser or Inkjet Printer for Correspondence (optional)

#### TESTED NETWORK ENVIRONMENTS

- Novell Netware 3.XX with Novell supported network adapter cards and system drivers
- Lantastic 5.X or 6.X or Simply Lantastic with Artisoft network adapter cards and drivers

*Your Authorized ICS Representative*