

Insurance Underwriting single

attending physician
statement processing

Why should I trust EMSI to perform my company's APS processing?

With 30 years of experience in obtaining attending physician statements (APSs) specifically for the insurance industry, EMSI has set the standard for APS processing.



EMSI exercises extreme care in requesting, negotiating and handling sensitive medical information. With your clients' privacy concerns our highest priority, EMSI is a company you can trust. What's more, our history and expertise working with our Telepro system delivers a network in which you can place your utmost confidence.

We provide:

- national coverage with a local presence, with 2,100 specialists in six call centers across the nation

- a single operating platform that electronically links all offices

What sets EMSI apart from other APS processing companies?

Fast service:

Our experience, size and expertise have allowed us to design processes that improve our response time:

- copy service agreements with more than 40 services nationwide

- credit card and electronic fund transfers for medical fee prepayments
- facility file containing the addresses and phone numbers of more than 600,000 medical facilities and their unique processing procedures
- pre-set arrangements with, and electronic connections to, large hospitals and clinics



a single partner, **infinite possibilities.**

attending physician statement processing – continued

Flexible service:

Our system is proven to deliver records in a timely manner. For special high-dollar or larger requests, the system can be modified to enhance time service even more:

- FastTrack is the revved-up version of our standard APS service. Special requests can be handled through this process in an average of six business days.

Personal service:

For those difficult or hard-to-locate records, EMSI has a support staff in place to speed delivery and aid you with any questions you may have:

- You can call our toll-free agent hotline and a specialist can give up-to-the-minute status of the request and answer your questions.
- You can gain access to Special Authorization Manager (SAM), our compact disc containing more than 14,000 electronically scanned special authorization forms required by facilities for release of records.

Proactive service:

You can engage our "Telepro Plus" team to combat delays in service when information is missing or a special authorization is needed. The case worker contacts the agent or applicant directly to obtain special authorizations or additional information.

Cutting-edge technology:

Taking advantage of the latest technology, we keep our operations efficient, eliminating steps that may delay service:

- Imaging – electronic scanning and delivery of medical records via the Internet or direct-data lines; APS images are accessible on our secure website.
- EMSI Online – receive current status on APS requests 24 hours a day, seven days a week. Place your request and put us to work faster via the Internet.
- AutoStat – receive up-to-the-minute status reports to case-specific email addresses of choice, if you prefer email over web or paper versions.

