



eClinicalWorks Partners with Gateway EDI and Achieves Below a Five Percent Rejection Rate on Medical Claims Transactions

Partnership Allows Providers to Achieve Outstanding Acceptance Rates Due to Streamlined Processes and User-friendly Software

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eClinicalWorks®, a market leader in ambulatory clinical systems, announced that as a result of its partnership with Gateway EDI, an electronic data interchange provider, it has routinely achieved below a five percent rejection rate on medical claims transactions. Industry averages are greater than 20 percent rejection rate.

This exceptionally low rejection rate is important to eClinicalWorks and Gateway EDI's customers for because the physician providers are able to submit medical claims quickly and accurately and ultimately get paid faster.

"eClinicalWorks and Gateway EDI share a common goal of helping our customers get paid quickly for services delivered," said Mahesh Navani, chief operating officer of eClinicalWorks. "Our providers are able to submit claims correctly the first time and realize revenues faster. We are happy in our partnership with Gateway EDI and enjoy working with them."

Towncrest Internal Medicine, a practice consisting of 12 doctors that specialize in internal medicine, began using eClinicalWorks and Gateway EDI in February of 2008.

Janice Stout, account manager for Towncrest Internal Medicine, said, "I have used these services every day for a little over a year now, and I am happy with them. The system is so user friendly, especially compared to the previous company we used. I just love using the up-to-date web tools to log on and view the files. It's like comparing a DOS system to Windows®. It's so much easier to use, there is almost no comparison."

Stout continued, "With the system, claims are very easy to track. Because the process is streamlined, it is easy to verify what has been transmitted, what has been accepted and what has been rejected. And it's simple to identify the problem with the few rejected claims so that we are able to get them fixed in a timely manner. We are consistently able to submit claims within seven days and our error rate on claims is currently running at 1.82 percent. According to the charts from Gateway EDI (I just love all the charts!), the Gateway EDI clients' average rejection rate is 5.7 percent. We have been below average for the last 12 months. This helps us get paid quickly, which makes us very happy."