



## Madaket Health – EDI Enrollment Overview

### Company Overview

Madaket is a SaaS company that automates the manual, slow and costly processes associated with healthcare provider enrollment and credentialing. The Madaket platform dramatically improves the enrollment of healthcare providers for Electronic Funds Transfer (EFT), Electronic Remittance Advice (ERA), Electronic Claims (EDI), and other common provider-payer transactions.

The company was founded in 2012 and is located in Cambridge, MA. Between May 2015 and October 2018, Madaket's enrollment volume has exceed 1.6 million and has over 4,400 health plans in payer connections.

### Solution Overview

Madaket's flexible SaaS platform features an intuitive user interface and full API connectivity enabling providers to be enrolled in common provider-payer transactions quickly, reliably and consistently.

- Efficiency and automation
  - A *single* entry of a provider's data into Madaket's SaaS portal can trigger an *automated* enrollment with *all* requested health plans. Madaket eliminates the need to enter the same provider data into multiple forms.
  - Madaket's platform houses an updated database of all enrollment forms and payer (and intermediary) requirements eliminating the significant time currently wasted researching changes in payer forms and requirements.
- Transparency, predictability and accountability
  - As a enrollment progresses through its lifecycle the client can track each step along the way in real-time.
    - Madaket knows the processing time of each payer and intermediary.
    - Once an enrollment request is processed, Madaket publishes the approval date bringing transparency and control to the enrollment process.
    - Is Madaket waiting for provider signature? The system will tell you
    - Is Madaket waiting for the payer to process your request? The system will tell you when the request will be complete and approved.
- Customized for the complexities of revenue cycle management
  - Configurable workflow system allows Madaket's application to recognize how a client enrolls for each of their health plans (i.e. 'direct to payer' or 'through an



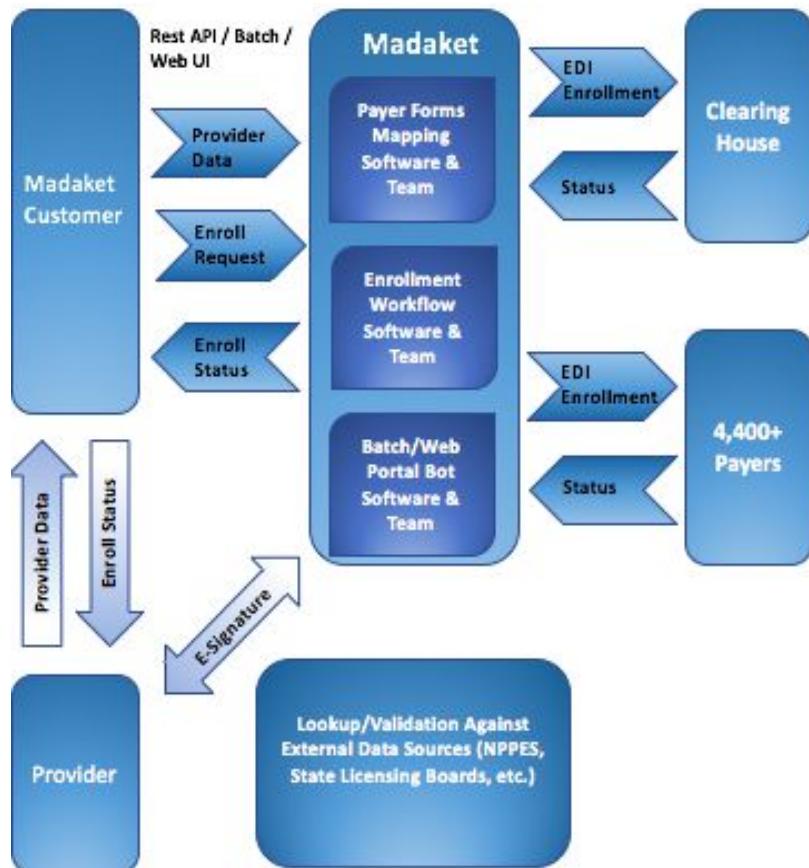
intermediary') and will identify the required forms and procedures to process an enrollment successfully every time.

- Service

- Madaket team is continually interacting with payers, clearinghouses and intermediaries to ensure the most up to date information, forms and data formats are in the Madaket platform.
- Madaket team ensures that each and every enrollment completes its full life cycle via follow up and issue resolution with providers, intermediaries and payers.

### Technical Architecture

Madaket's technology-enabled service leverages proprietary software and in-house expertise to manage provider data and enrollment requests. A rich, intuitive web UI as well as a comprehensive API allow clients to interface with the platform using different protocols and engagement models.





### Typical Implementation Plan with Key Tasks and Schedule

Below is a typical high-level implementation schedule; the exact timeframes and tasks will be adjusted to meet Client's need.

Task	Owner	Week						
		1	2	3	4	5	6	7
Data Gathering and Clarification	MG & Client							
Configuration in Madaket	MH							
Configuration in Client	MG & Client							
Validation and Training	MG & Client							
Go-live	Client							

1. Data Gathering and Clarification - 4 weeks
  - a. Resources - Madaket & Client
  - b. Information Gathered –
    - o Health plans and connections by enrollment type
    - o Associated submitter and receiver IDs
    - o Portal credentials (e.g. Emdeon Portal)
2. Configuration in Madaket - 4 weeks
  - a. Resources - Madaket
  - b. Objective - Configure health plans and connections in Madaket per information gathered.
3. Configuration in Client - 4 weeks
  - a. Resources - Madaket & Client
  - b. Objective - Leveraging Madaket's API or Batch Data Feed, connect Client system(s) to Madaket in order to accurately send and receive provider data and enrollment requests.
4. Validation & Training - 1 week
  - a. Resources - Madaket & Client
  - b. Objective - Madaket and Client work together to test connections and configurations. Training of users.
5. Go-Live
  - a. Resources - Client
  - b. Objective - Client is live and begins submitting all enrollment requests through Madaket. Establish frequent, scheduled joint meetings to ensure rollout and adoption proceeds smoothly.



### Steady-State Operations

- Client uses Madaket for all enrollment requests, processing, and reporting.
- Madaket's system provides real-time status of each enrollment for Client to monitor.
- Madaket's Support Team provides day-to-day support for questions, feedback, etc.
- Madaket assigns dedicated Account Manager to support and manage strategic relationship with Client.

### Governance & Reporting

- Madaket's flexible system can meet any and all reporting needs to ensure Client is well informed of the enrollment status for each of their customers, including -
  - Manage medical group data - View and edit medical group data at any time, not just at the time of enrollment.
  - Track enrollments with advanced filters - Madaket provides customizable filters to view enrollments across any and all medical groups.
  - Detailed enrollment tracking - Madaket starts tracking enrollments as soon as they are created by the user and reports milestones through the enrollment lifecycle.

### Engagement Models

Clients can engage with the Madaket platform and service through any combination of batch, API or web interfaces. For Client, the decision of which interface(s) to use will be based on the business and technical preferences of Client. Additionally, as the business grows, the engagement model can be modified to support the growth and efficiency.

Currently, our clients use a variety of combinations of interfaces. As an example, here are three current Madaket clients, each using a different set of interfaces.

	Provider Data	Enrollment Request	Enrollment Status
Client 1	Batch/SFTP	Batch/SFTP	Batch/SFTP
Client 2	Rest API	Rest API	Rest API
Client 3	Rest API	Web Portal	Web Portal



### Batch File / SFTP

Madaket can exchange data with a client's system through an established data connection via SFTP. As an example, client can request enrollments throughout the day. Madaket receives enrollment requests, processes them, and sends enrollment status at the end of the day.

- System Integration Needs -
  - CSV data format
  - SFTP server (Madaket can host)

### REST API

Madaket offers a robust and flexible API which allows Clients to integrate into their internal and/or provider facing systems. Madaket API is bidirectional and real time. Using the API, Madaket can automatically receive medical group data and enrollment requests, and return enrollment status. The API model automates the data exchange and eliminates the needs for Client's internal users to access the Madaket UI to manage medical group data and request enrollments.

- System Integration Needs -
  - REST API endpoint documentation - [API Guide](#)
  - Madaket can provide additional documentation (usage guide) as we progress in the evaluation process.

### Web Portal

Madaket's web portal allows users to directly add, manage, and edit medical group data. In addition, users can submit enrollment requests for multiple health plans and transaction types with as few as one click and track in real time the status of each enrollment.

- System Integration Needs -
  - Web access to login and use Madaket system, no downloads or installs required.

### Platform Roadmap

Madaket combines industry insight and client feedback to continuously improve its product. Madaket's dedicated Account Manager will proactively engage with Client to discuss product feedback, desired changes and enhancements to Madaket's system. Additionally, the Account Manager will communicate if a scheduled release will impact Client with training and documentation as required.



### EDI Roadmap

Madaket automates the manual, error prone process of enrolling in EFT, ERA, EDI and other common provider-payer transactions. Coupled with years of payer relationships, Madaket streamlines and processes enrollments leading to quicker turnaround and faster payments for clients. In addition to improving its software, Madaket invests in identifying more efficient ways to exchange data with payers and clearinghouses.

### Company Roadmap

In addition to the EDI enrollment application, clients can utilize additional software applications such as Credentialing to streamline and manage their provider needs. All Madaket applications incorporate the same technology and data which ensures the accuracy of provider and payer information gathered through various sources.

### Maintenance Process

Madaket builds, tests, and releases product enhancements and fixes in a continuous manner. Our continuous delivery approach helps Madaket to reduce the cost, time, and risk of delivering changes by allowing for more incremental updates to applications in production. Furthermore, this approach allows Madaket to address client needs faster and keep up-to-date with market trends. If any release requires scheduled downtime the Madaket Account Manager will work directly with the client to ensure no impact to their daily operation.

### Training Plan for Clients

During the onboarding process Madaket will determine the required training and documentation needs to ensure success. Training will be a combination of onsite visits to Client and remote working sessions. Training plan is dependent on which engagement model Client chooses.