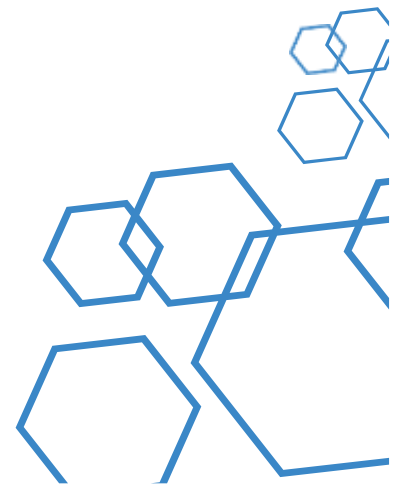# Proposal for Galion City Health Department

November 24, 2021

Overview and Application Capabilities

CureMD is a leading Practice Management and EHR vendor that utilizes technology and resources from around the world to deliver top-quality healthcare solutions and services to our clients. We are dedicated to enhancing patient care through perpetual innovation, transforming healthcare delivery one practice a time. With all our technologies—from Specialty EHRs, Patient Engagement Tools, Mobile Health to Population Health Management —our goal is to make it as easy as possible for you to practice medicine.

CureMD is looking forward to working with Galion City Health Department in its search for a Practice Management and Electronic Health Record (EHR) system. CureMD's practice management and administrative functions will improve overall processes, as well as to keep pace with State and Federal requirements, including the Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health (HITECH) Act, Affordable Care Act (ACA), and Title X Family Planning Program priorities which in turn will help meet the following goals:

- Improve clinical decision-making, care coordination, and population health management.
- Provide a valuable educational application for Galion City Health Department's development.
- Streamline and standardize clinical and administrative workflows for the Galion City Health Department clinics.
- Support greater interoperability and integration with other software applications and organizational entities in the State of Ohio such as Impact SIIS.
- Provide more efficient and timely access to data and information to facilitate reporting to partner agencies and organizations.
- Meet the Galion City Health Department's, State or Federal regulatory requirements, and support organizational decision-making.
- Improve revenue cycle management and financial data management and reporting.

The proposed solution aims to solidify the long-standing commitment to excellence in serving the public health needs and justify its desire to utilize technology in clinical processes in order to improve the quality, reliability, efficiency, and responsiveness of the services that the agency provides.

CureMD' s EHR Technology is 2014 Edition certified as a complete Ambulatory EHR by the Office of the National Coordinator for Health Information Technology (ONC–HIT). CureMD is highly committed to ensuring ongoing compliance with Health Insurance Portability and Accountability Act (HIPAA), Affordable Care Act (ACA), Health Information Technology for Economic and Clinical Health (HITECH), and Meaningful Use requirements, and constantly endeavors to improve and enhance the privacy and security of protected health information.

CureMD is certified for Meaningful Use Stage 3, CCHIT certified as a comprehensive EMR. CureMD is also SureScripts Gold Certified for electronic prescribing, ISO 9001:2000 certified for quality operations and ISO 270001:2005 certified for information security.

Awards

A happy customer is a reward in itself. Still, there is nothing like receiving recognition by your peers for doing a great job.

Certifications

CureMD has pursued and obtained widely recognized certifications for our processes and systems that ensure we meet and exceed all client and industry requirements in the areas of quality, security and technology.

CureMD recognized as the Global Top 50 for "Best Work-Life Balance"

CureMD currently employs over 900+ employees spread across the following departments:

- Administration
- IT
- Finance
- Human Resources
- Customer Support (Application/Technical/Billing)
- Implementation
- Revenue Cycle Management Services
- Quality Assurance
- Analysis
- Databases
- Development
- Integration (Labs/Registries/HIE/Devices/PACS)
- Marketing & Sales

The CureMD client base consists of 7000+ healthcare organizations ranging from single-provider clinics up to large multi- specialty medical practices, management service organizations, academic health centers, integrated delivery networks, State and county public health departments and federally qualified health centers, covering 32 medical specialties and 250,000+ users across the U.S.

ELECTRONIC HEALTH RECORDS (EHR)

The award winning, advanced and easy to use CureMD EHR delivers complete information and evidence based knowledge where and when required – facilitating swift, informed and effective decision making while improving care quality, practice performance and patient experience.

Our certified web technology and integrated approach to service delivery enable continuity of care management and information sharing across multiple platforms, systems and organizations - driving greater collaboration, productivity and safety.

Reducing cognitive overload, supporting unique workflows and clinical approaches - CureMD's specialty specific, template-driven, point and click technology enables accurate, complete and faster encounter documentation.

CureMD simplifies decision-making, streamlines operations and ensures compliance with industry standards and best practices, ultimately saving time and effort to maximize value and returns.

ENTERPRISE PRACTICE MANAGEMENT (EPM)

CureMD PM is a cloud based enterprise practice management solution built to streamline clinical, administrative and financial operations of care delivery organizations – providing unprecedented opportunities for productivity, collaboration and growth.

Integrated access across patient demographics, scheduling, electronic billing, administrative/financial reporting and workflow management connects front and back office operations, drives efficiency while eliminating reimbursement delays and communication barriers.

Powerful functionalities and flexible architecture make CureMD your No.1 choice for automating your business processes and reducing unnecessary overheads. Award winning user-friendly interface and point-and-click technology improve transaction speed, service quality and capacity.

Our EPM integrates with the EHR and patient portal to consolidate information, eliminate paper, optimize efficiency and accelerate revenues.

PERSONALIZED DASHBOARDS

Customizable dashboards graphically display your Key Performance Indicators (KPIs), MU progress, tasks, messages and more.

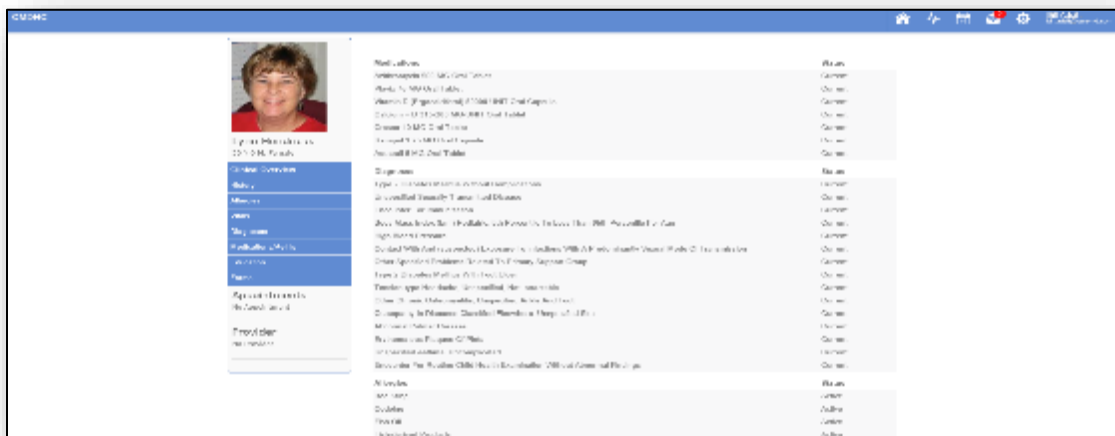*Administration Alerts & Reminders automatically generate alerts, reminders and recalls while tagging your patients.*
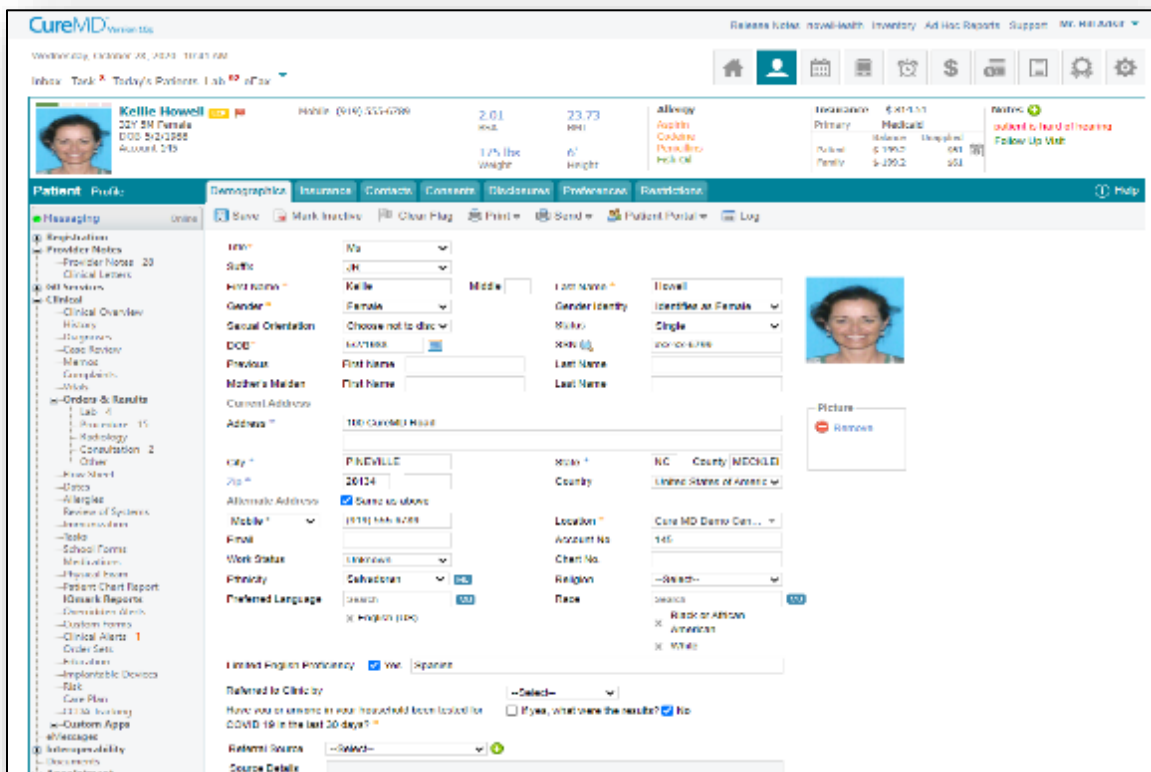
See Example: CureMD Dashboard
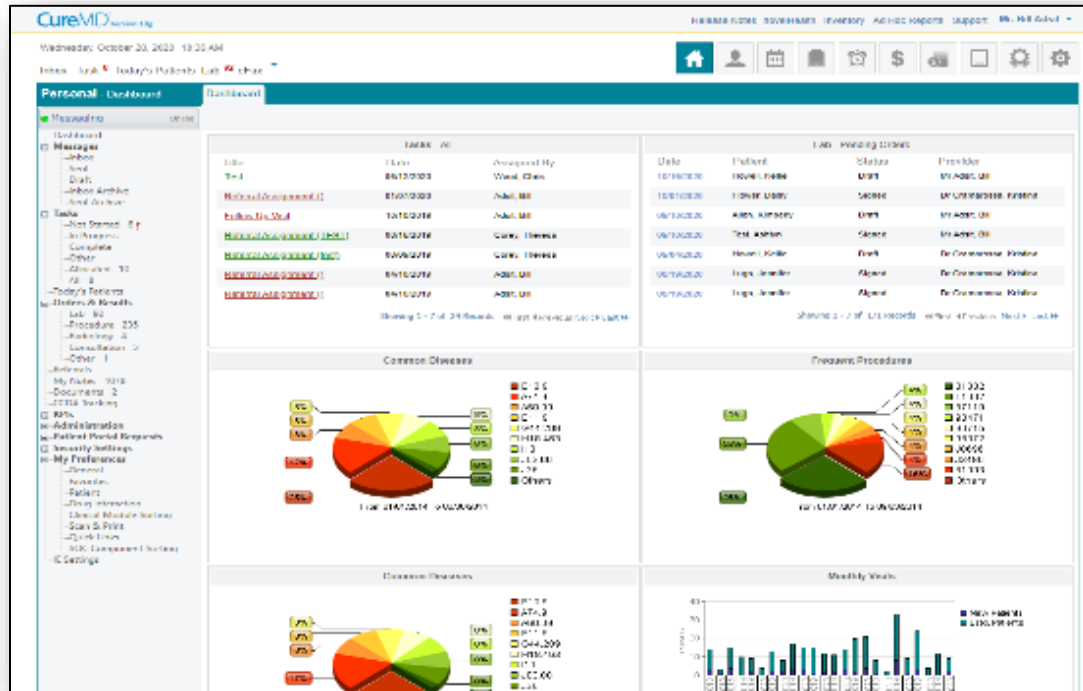
PATIENT PORTAL

Patients can securely request appointments and refills online, receive test results as they become available, utilize educational material and update their health status, history, demographics and insurance information while subscribing to valuable electronic tools and services.

See Example: CureMD Patient Portal Home Screen

WEB PORTAL

Your personalized agency website is designed and maintained by professionals. Create new opportunities, build practice awareness and deliver a wealth of information and electronic services.

PATIENT PROFILE

Consolidate useful patient specific biographical, historical and administrative information for focused, timely and well-informed decisions. Increase patient volume, enhance efficiency and maximize profitability.

See Example: CureMD Patient Profile and Chart

ENTERPRISE SCHEDULING

A single, seamless interface optimizes resource utilization and appointment management across multiple locations, physicians, nurses and equipment. Eliminate duplicate data entry, improve communication and save valuable staff time.

See Example: CureMD Scheduler
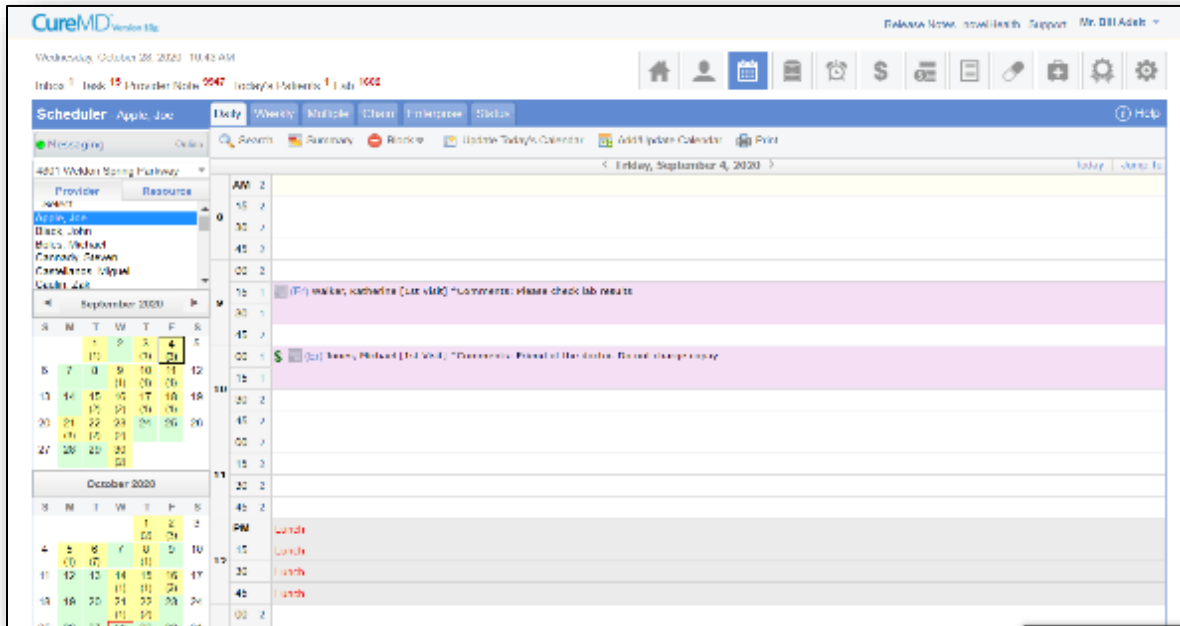
INTELLIGENT BILLING/ RCM

Our integrated billing module provides innovative functionalities for eligibility verification, automatic charge capture, clean claim checks, electronic claim submission, electronic payment posting, denial management and financial reporting to help reduce errors and maximize revenue. Our optional Revenue Cycle Management (RCM) team handles all of your charge entry, claims processing, denial management, and payment posting.

Focus on your patient's and let our team with over 20 years' experience improve your billing, coding and revenue stream. No third party billing company is required! CureMD takes care of all your billing tasks in house!

Payer changes are inevitable, but CureMD stays ahead by constantly updating our rules engine - a knowledge base with more than 4 million rules that automatically detect claim issues before submission. This ensures that 96% of our claims are accepted and paid on the first submission, helping you collect much faster.

Here is what you get with CureMD Revenue Cycle Management:

All-in-One
Billing Services

- Fee schedule analysis
- Eligibility & benefit verification
- Assistance with provider enrollment
- Accounts receivable management
- Electronic & paper claims submission
- Denial review & management
- Secondary billing
- Authorization request & tracking
- Medical oncology & chemo charge entry
- Insurance & payment posting
- Extensive insurance follow up
- Patient statement mailing
- Receive patient billing queries
- Business intelligence & analytics

PROVEN RESULTS

99% Customer retention

98% First pass clean claims rate

4-9% Revenue improvement

30% Reduction in A/R

See Example: CureMD Intelligent Billing and First Pass Pay Rate

Clean Claim Rate

95% — CureMD Smart Scrubber and Intelligent Rules Engine

75% — Industry Average
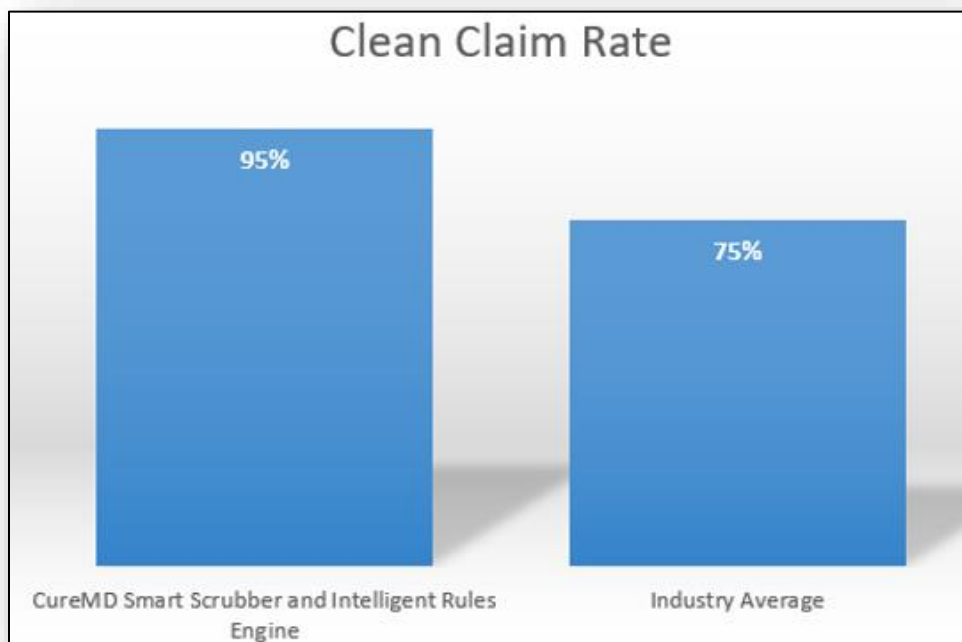
WORKFLOW MANAGEMENT

Integrated workflow Management adapts to your preferences and practice style, enabling you to personalize CureMD. The system mirrors your existing processes and revitalizes them with powerful collaboration tools.

ELECTRONIC COMMUNICATION

Electronically communicate with your patients, participating providers and staff. Assign tasks, reminders and notes to users within your agency. Associate patients with tasks, schedule follow-up dates and allocate responsibilities to the staff. With CureMD's integrated eMessaging, users can send secure messages to other staff members instantly. Providers can send messages to the patient portal. In addition, CureMD Direct Secure Messaging allows you to communicate with other providers as well as send PHI in a secure and encrypted format.

See Example: CureMD Secure Messaging (for all users)
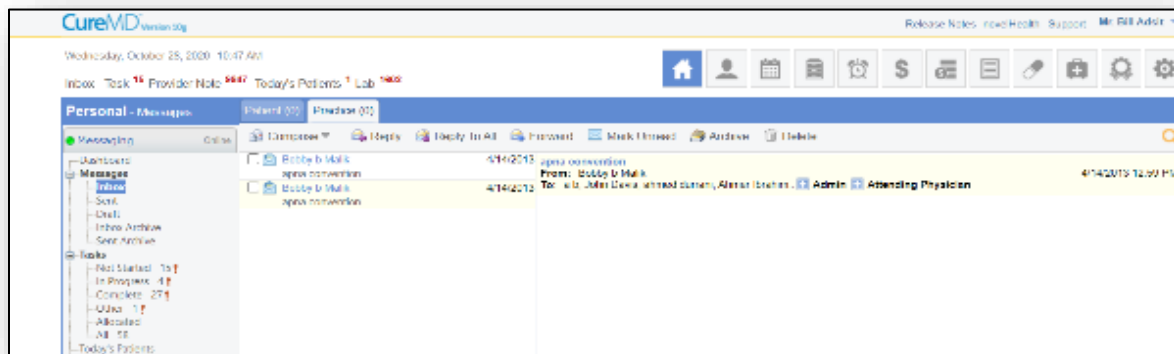
DATA MINING REPORTS

Acquire a 360-degree view of your entire organization; turn your data into insights. Get empowered with the information you need for quick and informed decision-making. Flexible search options consolidate information into electronic or paper formats; create printable color reports exportable to MS word, MS Excel, Rich Text and PDF format.

See Example: CureMD Data Mining Reports
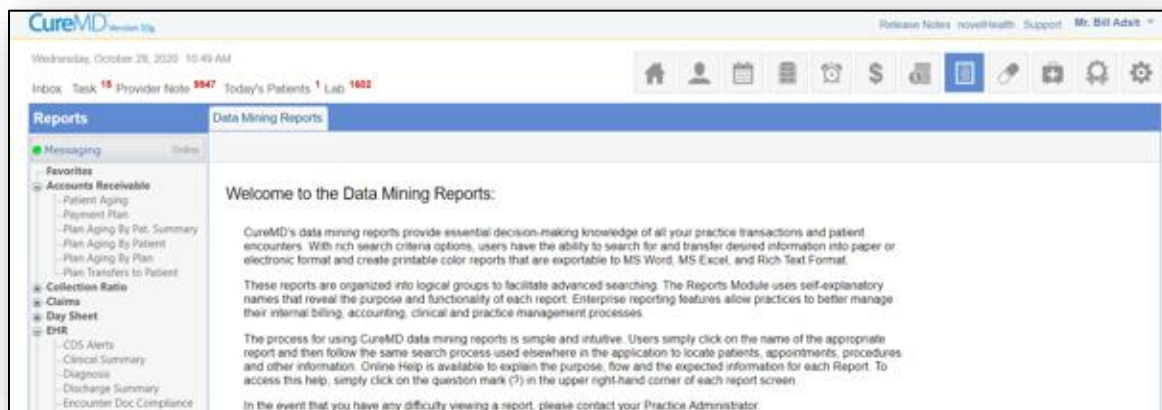
INTEGRATED TELEMEDICINE

CureMD's integrated novelHealth telemedicine module enables providers to schedule and perform telehealth visits with a seamless, easy-to-use platform. No third party application downloads are required (i.e. Zoom). With Amazon's AWS technology, connecting with your patient's virtually has never been easier. Send and receive consent forms thru the telehealth application.

See Examples: CureMD Telemedicine Calendar & CureMD Telemedicine Provider Dashboard
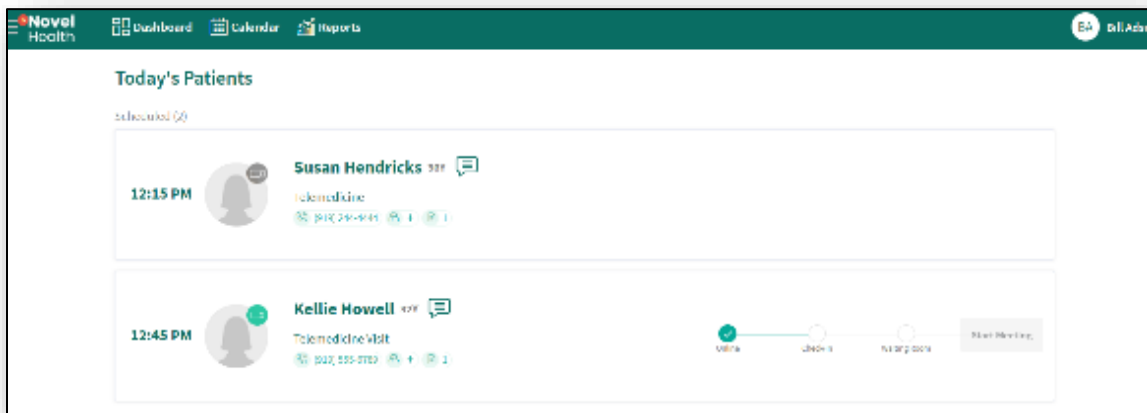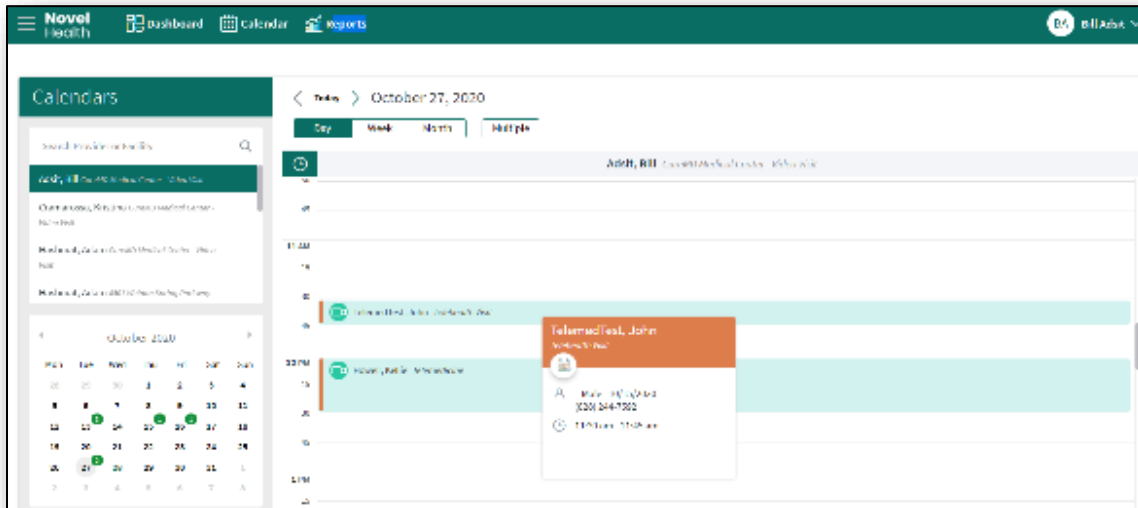
KIOSK APP WITH SELF-PATIENT CHECK-IN

CureMD's Kiosk application allows patients to register, schedule or even check themselves in for a visit. In addition, patients can update their profile, contact information, add insurance details, view and sign consent forms, update preferred pharmacy, or complete questionnaires.

See Example: CureMD Kiosk Check-in Screen
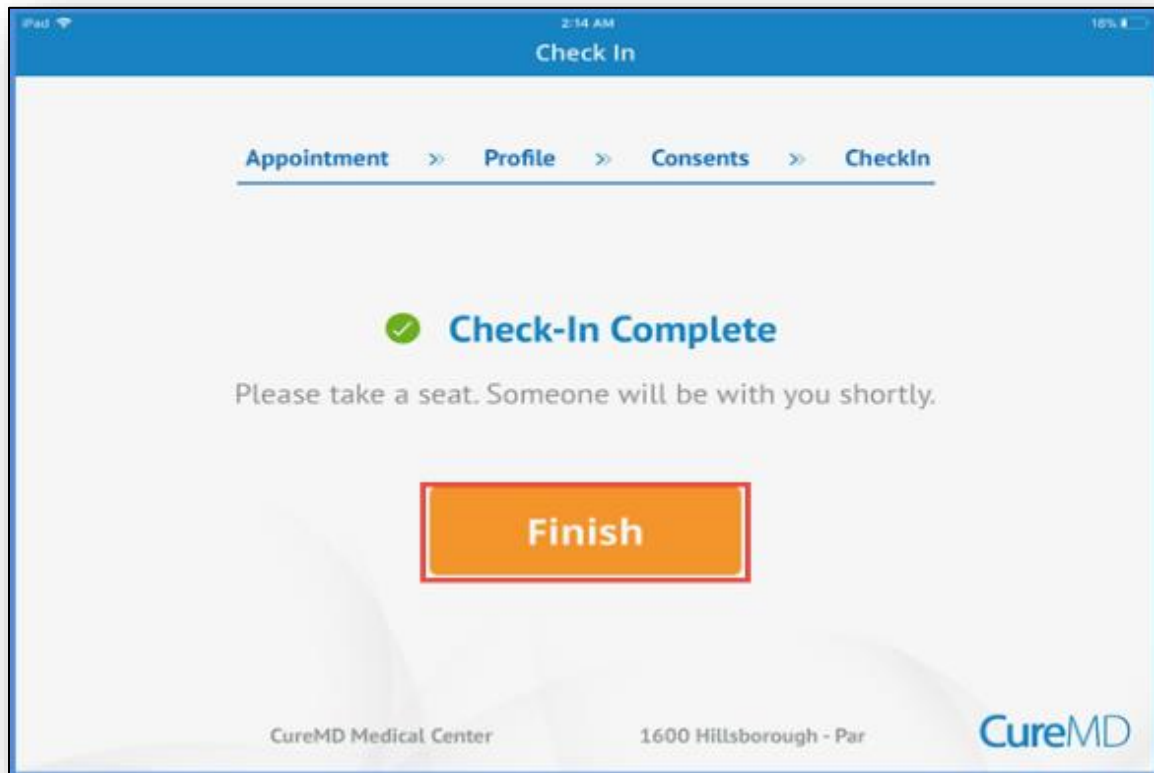
DOCUMENT MANAGER

Search for patient records easily with CureMD's integrated Document Manager. Create customized folders for easy indexing and searching. Upload files and rename instantly. Send task assignments for review. Email or fax directly from the application. Save in multiple formats including PDF.

See Example: CureMD Document Manager
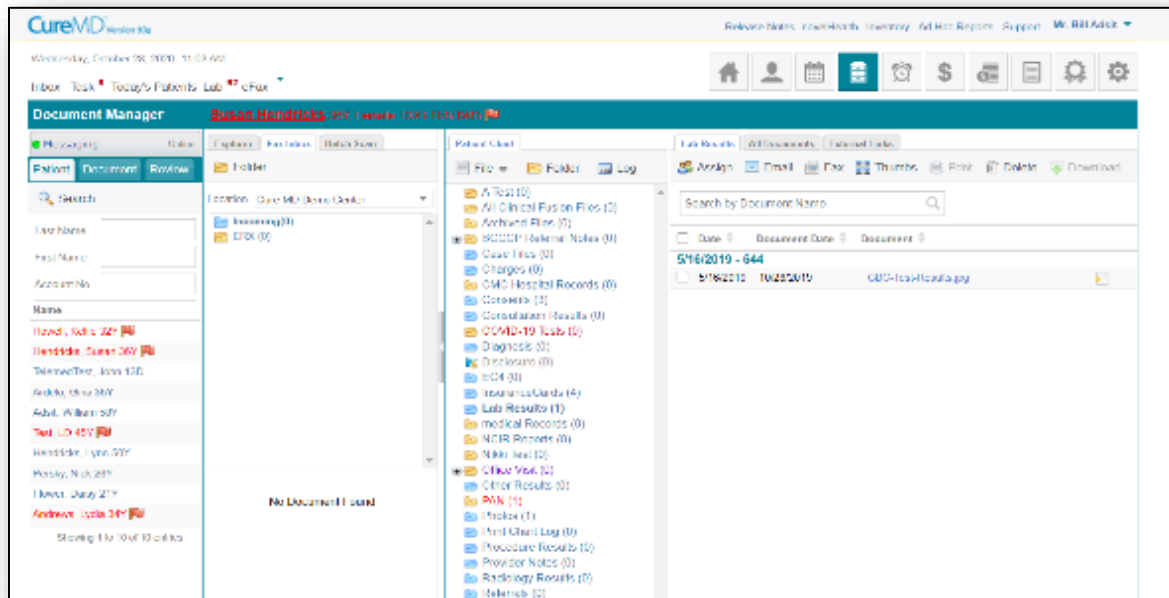
ALL-IN-ONE INTEGRATED SOLUTION

Our all-in-one platform of practice management, electronic health record, claims submission and tracking, reporting and patient portal will enable Galion City Health Department to utilize a solution that meets your clinical and public health compliance needs.

- *Comprehensive Practice Management*
- *Easy-to-Use Electronic Medical Record*
- *CDD Lab HL-7 Interface*
- *Impact SIIS Integration*
- *Ad Hoc Reporting Tool*
- *Patient Check-in Kiosk*
- *Patient Portal*

Best-of-breed scheduler with powerful features to help streamline patient scheduling by program or resource.

REAL-TIME ELIGIBILITY

CureMD enables Galion City Health Department to capture and store special population data and maximize revenue. Since student, staff and patient eligibility and insurance information is visible on a dashboard at all times, your registration staff does not need to calculate adjustments or track co-pays, which:

- *Saves time*
- *Reduces errors*
- *Retrieve patient insurance results immediately*
- *Increase reimbursement rates*
- *Increases staff and operational efficiencies*

Eligibility and insurance information is visible in a patient chart as well as on a dashboard and calendar at all times, your registration staff does not need to calculate adjustments or track co-pays, which saves time and money.

AUTOMATED RATE ADJUSTMENTS AND SLIDING FEE SCALES

With CureMD EHR, charge entry is easy, as all sliding fee adjustments are computed automatically based on your patient's sliding fee eligibility. Even if the patient has a primary insurance carrier, sliding fee adjustments will be transferred automatically upon payment.

BUILT-IN CLINICAL FORMS

CureMD can customize clinical forms for your agency. Data collected is structured and available for reporting at the state and federal level. Our all-in-one solution is integrated, which ensures that a user only has to enter data once and then it automatically flows throughout the system. CureMD clinical form library includes but is not limited to:

- *Family Planning*
- *Child Health*
- *Adult Health*
- *Immunizations (including Flu and COVID)*
- *STD/Communicable Disease*
- *Breast and Cervical Cancer*
- *TB Screenings*
- *Behavioral Health*

See Example: CureMD Customizable Visit Note

CONFIGURABILITY

CureMD allows agencies to create, customize and edit data collection tools such as clinical assessments, progress notes and letters from the settings module.

See Example: Create, Customize or Update Visit Note

WORKFLOW EDITOR AND PATIENT HISTORICAL DATA AND RECORDS

Clinicians have complete access to patient appointments, clinical reviews, patient notes, medical histories and document manager - all in one application. You can document patient encounters faster with personalized workflows that meet your agency's daily routines.

REFERRAL MANAGEMENT

Manage referrals and electronically transmit consultation letters to referring providers; record "referred by" and "referred to" providers; document prior approval numbers; and number of approved visits.

See Example: CureMD Referral Management

ORDER MANAGEMENT

Electronic orders and results management from CDD lab, hospital HL-7, procedures and radiology enables you to work more efficiently. Make swift, well-informed, confident decisions!

See Example: CureMD Lab Order

CARE COORDINATION AND CASE MANAGEMENT

CureMD's case management solution provides coordination of services, treatment plans…etc. The Case Management process encompasses communication and facilitates care along a continuum through effective resource coordination.

The goals of Case Management include the achievement of optimal health, access to care and appropriate utilization of resources, balanced with the patient's right to self-determination. Dashboards enable clinical users to view key performance indicators such as referrals, caseload, clinical summaries and resource allocation (hours).

Case management workflows allow users to easily add new cases, view their cases, pull reports, assign supervisory roles and preferences and to create and view treatment plans and assessments.

See Example: CureMD Care Plan
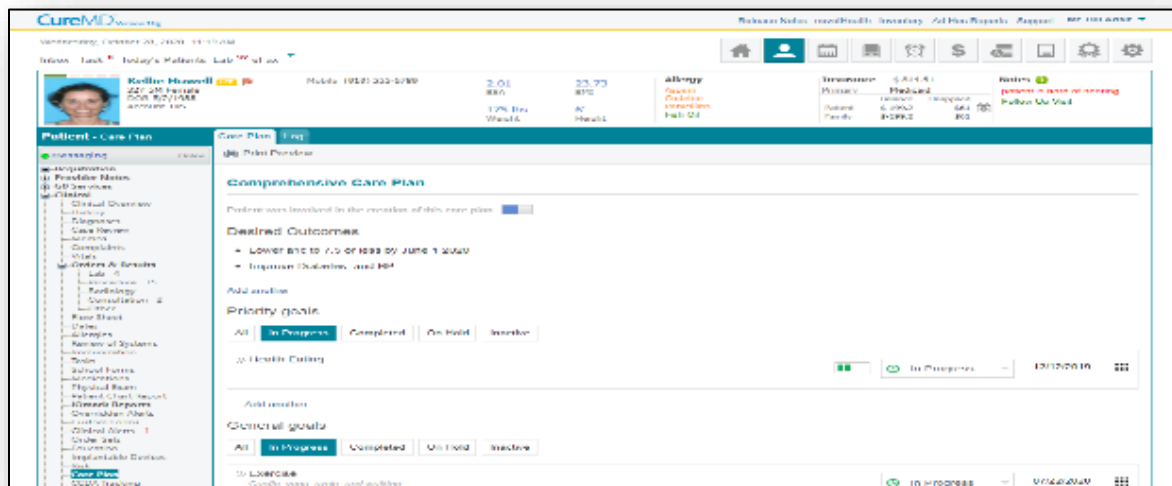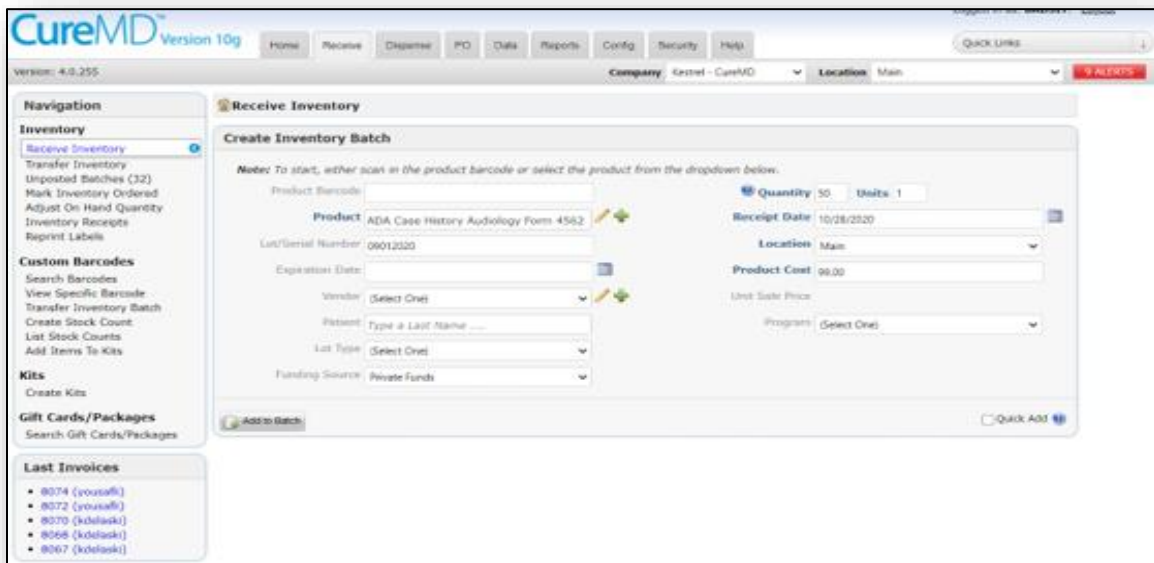

INVENTORY MANAGEMENT

CureMD's integrated inventory management helps agency to efficiently manage, stock, dispense and sell medications, vaccines, DME, forms and much more. Configurable for both large and small health agencies, our inventory management solution promotes revenue growth by increasing stock levels of high demand products while reducing costs associated with supply chain management. Multi-location agencies can take advantage of benefits available to central inventory and supply chain management. This reduces unnecessary purchases by providing the ability to quickly transfer idle inventory form one location to another that needs it.

The inventory solution is cloud-based, fully integrated and comes loaded with all the advanced features for use on any device across all browsers, even via a tablet or smart phone. System level integration eliminates the need for double entry of patient demographics and billing information, keeping you perfectly in sync.

Features include:

- *Inventory Dashboard*
- *Prescription Tracking*
- *Barcode Scanning and Printing*
- *Reorder Alerts*
- *Audit Reports*
- *Multi-Location Tracking*
- *Lot and Expiration Tracking*
- *Device and Browser Independent*
- *Role-Based Security*
- *HIPAA Compliant*
- *Automated uploading of patient vaccinations to the Impact SIIS Immunization Registry*

See Example: CureMD Inventory Management

PATIENT ENGAGEMENT AND OUTREACH

CureMD's Award Winning Patient Portal facilitates patients to securely request appointments and refills online, receive test results as they become available, utilize educational material and update their health status, history, demographics, and insurance while subscribing to valuable electronic tools and services.

Engage patients in the care process by using the patient portal, send email and text messages to keep them updated about their current medical conditions. Send reminders and alerts to keep them on track to achieve their health goals. Reach out to patients regarding preventative care and disease management. Provide notifications and alerts for due appointments, care gaps, and to engage them in the care coordination circle.

POWERFUL REPORTING TOOLS

- *Report by Program*
- *Services by Program*
- *Revenue Collected*
- *Patient Count by Program, Demographics, Provider*
- *AR by Program*
- *Cycle Time*
- *Ad Hoc Reporting Module*
- *Medication Inventory Management*

REPORTING AND ANALYTICS

CureMD's reports are designed to turn data into decisions that improve patient health and reduce the cost and variability of care. Analyze population-wide disease patterns and service utilization with 160 + data mining reports. Reports can be shared over the web and can be exported to MS Word, MS Excel or PDF format. With CureMD's integrated ad hoc reporting, you can create, edit and publish reports from scratch in minutes!

See Example: CureMD Ad Hoc Reporting Menu
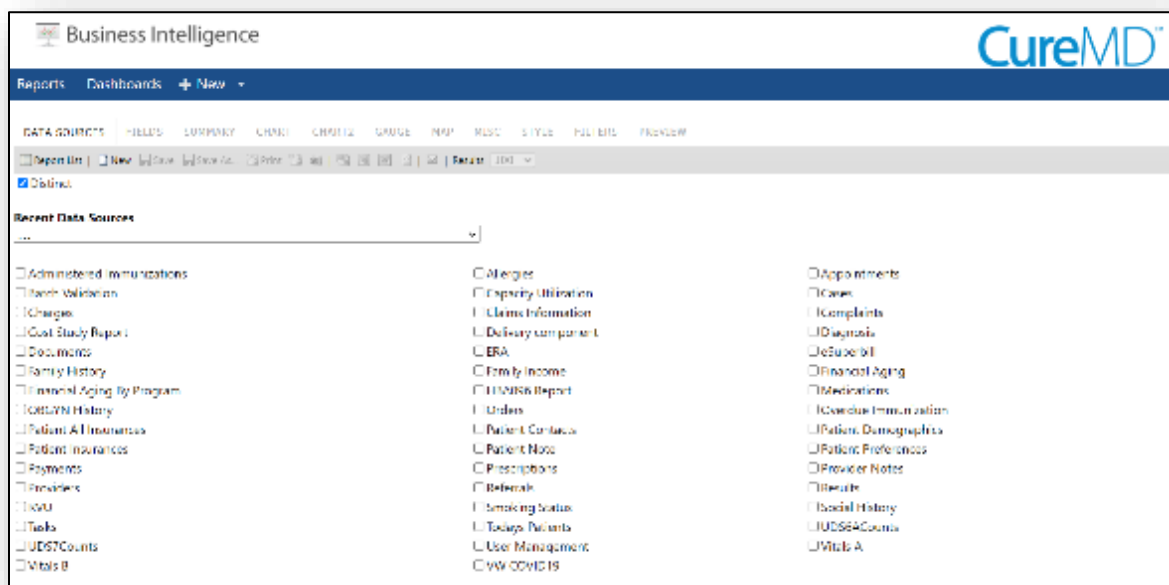
INTEROPERABLE

Designed for next generation interoperability, CureMD offers the ability to share information across a wide platform of health technologies to help improve workflows, reduce errors, and improve the delivery of healthcare by making patient data available at the right time to the right people. Our integrations include some of following:

- *Connection with Impact SIIS Immunization Registry*
- *CDD Lab for Electronic Orders and Results*
- *Pharmacies*
- *Payers*
- *Patients*
- *Hospital Networks*
- *Referring Providers*
- *Third Party Claims Clearinghouse and Practice Management Systems*

VACCINE MANAGEMENT SYSTEM (VMS) WITH ONLINE SCHEDULER

An efficient, intuitive, and secure solution to help manage, administer and outreach patients at scale.

See Example: CureMD Online Vaccination Scheduler

- *Enable contactless visits via QR-codes and self-service on-demand appointment scheduling while accurately maintaining agency inventory for expected patient volume.*
- *Engage the community with the online scheduler and have patients receive text and email notifications. Automatically send second dose reminders, track adverse events and manage recalls.*
- *Save time and effort with 1-click documentation to help scale your vaccination program and prioritization to meet public health needs.*

See Example: One-Click Documentation and Administration

- *With autonomous billing, you save time and effort with automatic processing, scrubbing and submitting electronic claims as soon as the administration workflow completes.*
- *Report vaccination and demographic metrics to your local, state or national registry.*

WHY CUREMD?

We understand that government agencies invest significant amount of time and effort in technology adoption. The benefits of CureMD include, but are not limited to:

- Meeting specific clinical and charting requirements for better public health disease management
- Improving internal operational efficiencies
- Helping to successfully attest for incentive programs
- Flexible calendars allow for provider and resource scheduling by program and/or global block
- Ability to load multiple fee schedules
- Ability to have the patient balance on a super-bill automatically calculate the amount due based on patient household income against the program associated with the visit and fee schedule for the services performed
- Configure visit forms specific to the agency requirements
- Ability to configure data fields specific to public health that capture a patient's current status such as homeless, public housing, migrant/seasonal worker, and limited English proficiency
- Miscellaneous Public Health Agency Reports, such as:
  - Cycle Time Report
  - Medicaid vs Non-Medicaid -Cost Study Report
  - Patient Count Report
  - First Pass Pay Rate Report (Claims)
  - Financial Overview Report
  - Payment Breakdown Report
  - Service Details Report
  - Accounts Receivable Report (Program Based)

Read what our customers are saying about CureMD here.

Client:	**Galion City Health Department**		Phone: **419-468-1075**
Address: **113 Harding Way East**		City: **Galion**	State: **OH**

Specialty	**Public Health**	No. of Locations	**1**
Product	**EMR & PM Basic**	No. of Providers	**1**

CureMD EMR & PM Basic Package	QTY	Cost	Total	Term
First Provider	1	$449	$449	Monthly
Additional Provider	0	$349	$0	Monthly
Add. PT/Non-billing Provider	1	$299	$299	Monthly

Basic Package includes:

Implementation: Template Library, Template Building and Workflow Design and Customization

Instructor led Online training - 5 Sessions per provider- 2hrs/session

SureScripts Gold Certified e-Rx - Paper, electronic and Mail Order

Data Storage: 10gb/provider free - Additional $1/gb per month

Credit Card Payments - Transaction fee apply

Clearing House - Unlimited EDI, ERA & Eligibility

Optional				
Onsite Training (Travel, Boarding & Lodging billed separately)	0	$799	$0	One-time
Impact SIIS Immunization Registry Interface	1	$750	$750	One-time
Patient Demographic Conversion from MediSoft	1	$1,500	$1,500	One-time
Clinical conversion from MediSoft	1	$2,500	$2,500	One-time
CDD HL-7 Lab Interface	1	$1,500	$1,500	One-time
CDD HL-7 Lab Maintenance & Support	1	$99	$99	Monthly
Ad-Hoc Reports Installation - One Time	0	$500	$500	One-time
Ad hoc license per user - Monthly	0	$99	$0	Monthly
Inventory Management Installation - One Time	1	$200	$200	One-time
Inventory User Subscription Monthly	1	$99	$99	Monthly
Vaccine Mgt. Sys /w/ Online Scheduler- $1.49 per admn vaccine	1	$0	TBD	One-time

Pricing Summary		
One-Time Cost		**$6,950**
Monthly Cost		**$946**
Total Due at Contract (1 month setup + 2 months advance)		**$9,788**

Monthly license subscription is subject to NY State sales tax for all NY State Clients as required by law. Tax will be calculated at invoice. By signing this proposal you accept the CureMD license & services agreement available at https://www.curemd.com/LSA.pdf. All monthly subscription and collection fees are to be paid by ACH or automatic credit card EFT authorization. Term: 60 month.

Client Authorized Signature   **CureMD Authorized Signature**

By: _____   By: _____

Name: _____   Name: _____

Date: _____   Date: _____

CureMD Missouri Mileston/Grant Funding spreadsheet-Galion City, OH

Basic Package

Includes PM/EMR, Impact SIIS, Inventory Management, Patient Portal , Database template build and design, staff training, Lab HL-7

# of Provider Licenses	Initial setup (One time cost + 2 monthly payment)	Monthly Subscription	12- Month Total	24-Month Total	36-Month Total	48-Month Total	60-Month Total
2	$9,788	$946	$19,248	$30,600	$41,952	$53,304	$64,656