

# Workers Compensation Help Desk

Think Smarter about the Business of Your Practice.™

Workers Comp Help Desk  
The Right Need. Right Now.



# The Right Company.

Our revolutionary and customized Orthopaedic Solutions and Services are leading the way for practices nationwide to reduce and control costs.

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The Workers Comp Help Desk is designed to provide the highest level of convenience and support for Industrial Carrier Professionals to schedule and follow the care of the patients they are referring to your practice.



# The Right Experience.

Our Help Desk is 100% secure and HIPAA compliant, and is considered the best methodology for communication of patient data. Each approved Adjuster or Case Manager is assigned a unique login, which allows the user unprecedented access to manage all your patient referrals at a single-source real-time, with no need for phone calls.



# The Right Services.

Support Login - Windows Internet Explorer

http://64.85.197.90:8001/readydesk/readydesk/rlogin.aspx

KERLAN-JOBE  
ORTHOPAEDIC CLINIC  
*Where the Science of Medicine  
Enhances the Art of Life*

Enter your customer account information to access the support ticket system.

[New users click here to sign up.](#)

Login

Customer ID: demo

Password:

Submit

## Work Comp Help Desk Page

- Login access from your practice website
- Enter your customer ID & Password (received from WC Help Desk Technician)



# The Right Partner.

## Help Desk Benefits:

- On-line request for appointments, including type of appointments, physician, and preferred time
- On-line LIVE chat with a worker's comp representative at GO Partners for immediate answers



# The Right Partner.

- No need to call the appointment desk, wait on hold, or “play phone tag” with voicemail to leave pertinent data
- Appointments can be requested 24 hours a day 7 days a week.



# The Right Partner.

- A confirmation of 'receipt of appointment request' is sent immediately to workers comp carrier agent.
- Case Managers and Agents are able to upload documents directly to the practice when needed to complete the appointment, such as medical records when requested.



# The Right Partner.

- Receive an appointment confirmation within 4 hours of request; during working hours (if request is made on Saturday or Sunday the appointment will be received during the first 4 hours Monday morning).



GO PARTNERS  
HEALTH CARE SOLUTIONS



# The Right Partner.

- If an appointment confirmation is not available within 4 hours due to needing special instructions from the Physician or his Secretary. A notification will be sent detailing the reason for delay and eliminating the need for call back.



GO PARTNERS  
HEALTH CARE SOLUTIONS

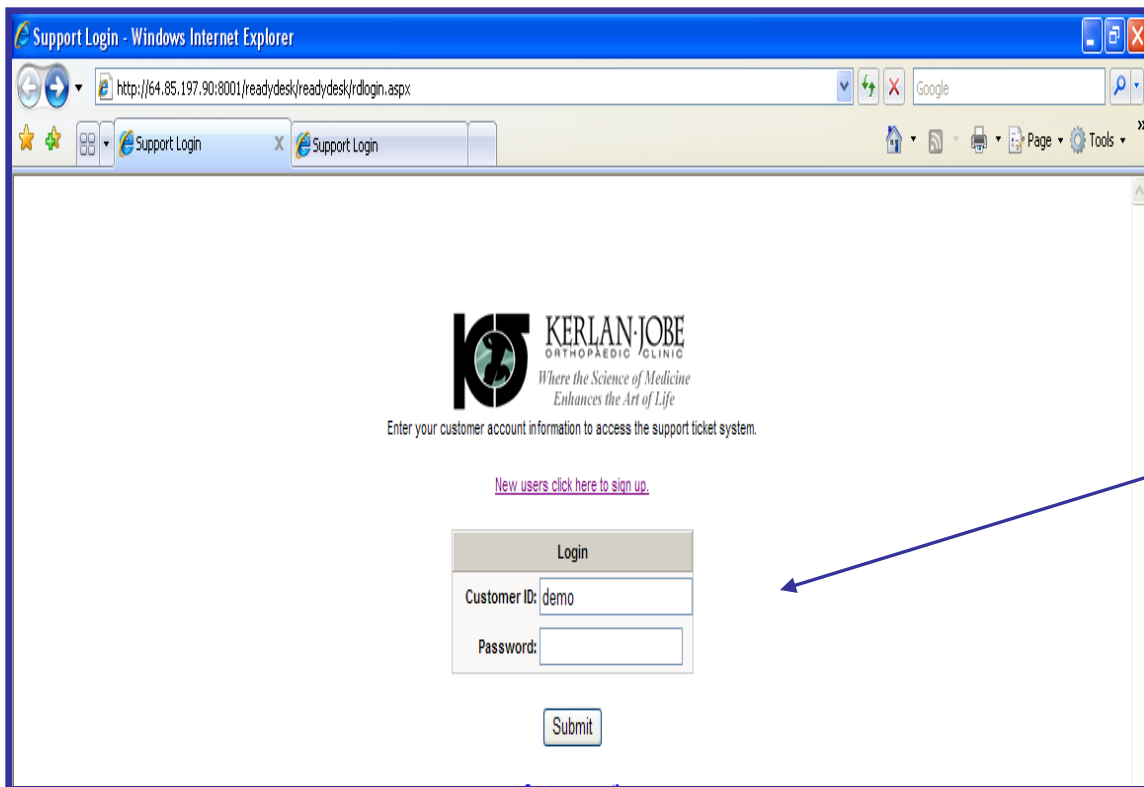


# The Right Partner.

- To register or access the Work Comp Help Desk please go to:  
“<http://www.yourpracticewebsite.com>”  
and select the link “WC Help Desk”  
on the right side of the page.



# The Right Services.



## Work Comp Help Desk Page

- Login access from your practice website
- Enter your customer ID & Password (received from WC Help Desk Technician)



# The Right Services.

Log Off

- Requests
  - New Ticket
  - My Tickets
- Live Support
  - Live Support Online
  - Chat Sessions
- Resources
  - News
  - Support Articles

Name: Christine Cojulun

Company Name: KJOC/GO PARTNERS

Phone: 310 665 7156

Email: christine.cojulun@reanjobe.com

Category: --

Fax Number:

Claim No.:

Patient DOB:

Patient SSN:

Home Address:

Primary Phone:

Subject:

Summary:

Attachment 1:  Browse...

Attachment 2:  Browse...

Attachment 3:  Browse...

Attachment 4:  Browse...

Cancel Submit

To create a New Request, click on the "New Ticket" link on the left menu.



# The Right Services.

Name: Christine Cojulun  
Company Name: KJOC/GO PARTNERS  
Phone: 310 665 7156  
Email: christine.cojulun@kerlanjobe.com  
Category: --  
Fax Number: --  
Claim No.: A.M.E  
Patient DOB: Q.M.E  
Patient SSN: MED-LEGAL EVAL  
Home Address: CONSULT ONLY (Not Med-Legal)  
Primary Phone: EXAM/TREAT  
Subject: STATUS NEEDED  
Summary: OTHER  
Attachment 1: [Browse...]  
Attachment 2: [Browse...]  
Attachment 3: [Browse...]  
Attachment 4: [Browse...]  
[Cancel] [Submit]

Under Category, you will choose either “Consult Only”, “Exam & Treat”...



# The Right Services.

Name: Christine Cojulun  
Company Name: KJOC/GO PARTNERS  
Phone: 310 665 7156  
Email: christine.cojulun@kerlanjobe.com  
Category: --  
Fax Number:  
Claim No.:  
Patient DOB:  
Patient SSN:  
Home Address:  
Primary Phone:  
Subject:  
Summary:  
Attachment 1: Browse...  
Attachment 2: Browse...  
Attachment 3: Browse...  
Attachment 4: Browse...  
Cancel Submit

On the bottom, you can attach the patient's medical records by clicking on "Browse" (note: you must have the records scanned in your computer in order to attach them)



# The Right Partner.

- Once you have submitted the new ticket, you can create another ticket for another patient immediately.
- Once your ticket is received at the Help Desk, your ticket will be assigned to one of our Work Comp Help Desk Representatives.
- You will receive an update within 4 hours in a business day (from 8: 00 am to 5:00 pm PST)



# The Right Services.

Search Tickets

Status: All Source: All

Category: All Keyword:

Submit

Date Opened	Ticket ID	Subject	Source	Category	Status
12/16/2008 11:30:40 AM	4	<a href="#">123456</a>	Web Ticketing System	A.M.E	Open
12/15/2008 11:08:56 AM	3	<a href="#">John Smith Appt.</a>	Web Ticketing System	MED-LEGAL EVAL	1st Callback
12/12/2008 2:13:28 PM	2	<a href="#">VERBAL</a>	Web Ticketing System	CONSULT ONLY (Not Med-Legal)	Open
12/11/2008 5:12:03 PM	1	<a href="#">12345</a>	Web Ticketing System	CONSULT ONLY (Not Med-Legal)	Open

Displaying Items 1 - 4 of 4

You can view all your tickets by selecting "My Tickets"

You can also view each ticket by selecting the patient's name



# The Right Services.

Powered by **READYDESK**

Search Tickets

Status: All Source: All

Category: All Keyword:

Date Opened	Ticket ID	Subject	Source	Category	Status
12/16/2008 11:30:40 AM	4	<a href="#">123456</a>	Web Ticketing System	A.M.E	Open
12/15/2008 11:08:56 AM	3	<a href="#">John Smith Appt.</a>	Web Ticketing System	MED-LEGAL EVAL	1st Callback
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12/11/2008 5:12:03 PM	1	<a href="#">12345</a>	Web Ticketing System	CONSULT ONLY (Not Med-Legal)	Open

Displaying Items 1 - 4 of 4

My Profile  
Edit  
Log Off  
Requests  
New Ticket  
My Tickets  
Live Support  
Live Support Offline  
Chat Sessions  
Resources  
News  
Support Articles

If you need help with a ticket and have a question, you can click on “Live Support” (When “Live Support” is available, you will see “Online”)



# The Right Partner.

- Anytime you are updating the ticket, the Work Comp Help Desk Representative assigned to your ticket will receive an email.
- Once the appt is scheduled, we can also update the ticket with the office notes or request for authorization.
- You will receive an email immediately to inform you the ticket has been updated.



# The Right Partner.

- Anytime our Work Comp Help Desk Representative updated your ticket, you will automatically receive an email to inform you an update has been made on your ticket (patient). You can access your tickets anytime of the day or night, 7 days a week!



# The Right Solutions.

## **Ortho Partner – EMR Deployment Solutions**

*Best in Class EMR & Practice Management Suite*

## **Profit Partner – Medical Billing Solutions**

*Orthopaedic specialized Medical Billing Suite*

## **Practice Partner – Orthopaedic Practice Service**

*Workers Comp Help Desk, Live Chat, Live Messaging & Transcription Suite*



# Signature Service™ .

Our revolutionary and customized *Signature Service*™ promise starts with a team of experts and health care professionals utilizing the latest in technology to create legendary service.

- 100% of our surgeons/clients refer us to their friends and colleagues.
- 2009 Inc. 500 Fastest - Growing Private Companies in America.



# The Right Results.

**100%** of our billing clients exceed the MGMA median within 18 months for specialty (Orthopaedics) revenue (collections).

Exceed median income for all subspecialty orthopaedic practices while reducing overhead below the national MGMA Average.

Bottom Line – Our Surgeons take home more money every month, every year.



# The Right Approach.

- Focus on Innovative Technology
  - Experienced installation team for local, Community-Based EMR, PM, DM Solutions (connection across the continuum)
  - Award-winning, best-in-industry implementations
  - In-touch telephonic solutions – IP Phone based connectivity
- Focus on Re-Engineered Work Flow
  - Redesign Best Practice flow to focus on efficiencies, cost reduction and enhanced charge capture – based on patient access
  - Enabling the practice to see more patients in less time
- Focus on Patient Relationship Management
  - Cost of Business – On-Shore Solutions
  - Corporate and Billing Center Location Advantage



# The Right Solutions.

- **Implementation Solutions** Diagnose and Install

  - Project Management

  - Workflow Redesign, Policy / Procedure Restructure

  - EMR, PM and DM Implementation Solutions

  - Practice Analysis and Assessment

  - Strategic Training Protocol

- **Practice Management** Enhance Efficiencies Practice Wide

  - Workforce Management

  - Business Office Functions

  - Human Resources and Payroll

  - Clinical Services Management



# The Right Solutions.

## ■ Patient Relationship Management **Practice Specific Needs**

- Scheduling and Appointment Setting
- Pre-certification and Insurance Verification
- Patient Intake
- Transcription and Template development
- Workers Comp Triage Solutions and Software
- Clinical Services and RX Management

## ■ Billing Center Solutions **Revolutionize Your Profit**

- All-In-One Billing Center Solutions
- Charge Capture
- Demographic Data Entry
- Billing Compliance Consulting and Quality Assurance
- Contract Negotiations
- Customer Service Call Center



# The Right Services.

- End-to-End Practice Management Process Outsourcing Solutions
- All-In-One Turn-key Solutions
- MBA's, MSN's, and CPC's lead our Management and Professional Services Team



# The Right Steps.

1. Practice Management & Project Analysis
2. Redefine the Workflow Needs of the Practice and Physicians
3. Implement Best Practice Methodology for each point of patient access
4. Assemble the Project Team
5. Knowledge Migration and Transition



# The Right Partnership.

Selecting GO Partners' solutions will enhance your practices' bottom line experience through value-added services while reducing your cost structure.

Healthcare's Profit Partner.

