



Emdeon Acquisition of Capario: Frequently Asked Questions

Emdeon completed its acquisition of Capario on July 21, 2014. This document was put together to help answer any questions you might have.

Q. Why did Emdeon purchase Capario?

The management teams from both companies recognized the strengths and opportunities that would be created by joining the two organizations. By bringing together our two companies, customers will benefit from the best of what we both offer, including Capario's acclaimed cloud-based portal CaparioOneSM and its exceptional customer service, along with Emdeon's robust revenue and risk management platform and the Emdeon Intelligent Healthcare NetworkTM. It is an ideal scenario as our customers deal with how to most effectively manage their revenue cycle in light of evolving reimbursement models that are changing to reflect an ever more outcomes-oriented and patient-centric healthcare system.

Q. Who is Capario?

For more than 20 years, Capario has provided industry-leading technology solutions to help healthcare providers, partners and payers get paid more quickly and more accurately, while providing world-class customer service. Through CaparioOne, its premier cloud-based application, Capario offers customers the ability to manage their entire revenue cycle with a single solution. With CaparioOne, clients can check eligibility in real time, submit and track claims, manage rejections and denials and take patient payments in the office, online or over the phone. CaparioOne also provides reporting tools that help customers monitor performance and identify trends and issues impacting their bottom line.

A 2013 year-end survey by KLAS reported that of Capario customers surveyed:

- 100% said they would buy from Capario again
- 100% said Capario is part of their long-term plans
- 100% said that Capario keeps its promises

Capario has connectivity to more than 88,000 providers and processes transactions for an additional 240,000 providers through vendor partners. Capario is accredited by the Electronic Healthcare Network Accreditation Commission (EHNAC) and the CAQH[®] Committee on Operating Rules for Information Exchange (CORE[®]) for Phases I and II. To learn more, visit www.capario.com.



Q. Will the Capario name go away?

Yes, the Capario name will be changed to Emdeon and CaparioOne will be rebranded as Emdeon One™. Over the next several weeks you will notice cosmetic changes to reflect the new branding, but these changes will not alter the service, support or capability you have today.

Q. Where is Capario located?

Capario's main office is located at 1901 E. Alton, Santa Ana, California 92705, and it has a sales office located in Richmond, Virginia. Capario also has several remote associates across the country.

Q. What does this mean to me?

Through the combination of Emdeon and Capario our objective is to provide improved value to customers by:

- Enhancing our current offerings to include the real-time capabilities of Capario
- Providing an advanced, cloud-based technology infrastructure to extend Emdeon's value beyond the hospital, health system and ambulatory markets into long-term care, home health and other growing markets including ancillary providers
- Enhancing the utility of the Emdeon Intelligent Healthcare Network™ with increased value for our customers across the healthcare ecosystem
- Adding a skilled and accomplished team of experienced industry and R&D experts to the Emdeon team to help us provide more innovation for customers and partners

Q. Will I still be able to use Emdeon Office?

Yes. However, if you are interested in discussing CaparioOne, which will be rebranded to Emdeon One, please contact Emdeon at 1-866-369-8805.

Q. Will any of the Emdeon services I use today change or go away?

There is not currently a plan to change your services; however, we will be evaluating how to provide the best of what both companies have to offer and deliver the greatest value to our customers.

Q. I know that Capario offers some of the same features that Emdeon does. How will I know which ones to use? Will I be able to choose?

This acquisition is meant to ultimately bring together the best that both companies have to offer, so you won't have to make a choice. However, if you are interested in discussing the benefits of each of the solutions at this time, please contact Emdeon at 1-866-369-8805.

Q. Will my customer support team change?

No. You will interact with the same team as you do today.

Q. Will my account manager change?

No. You will work with the same people you work with today.

Q. Will I still have access to all of the payers I do today?

Yes. Additionally, we are evaluating how we can consolidate our payer networks so that you have access to all payers of both Emdeon and Capario. We will communicate these details as they are available.

Q. Which payer list should I use?

Today, you have access to the same payer list you have always had and as noted above, we are working on how we can expand access to payers as a result of our acquisition.