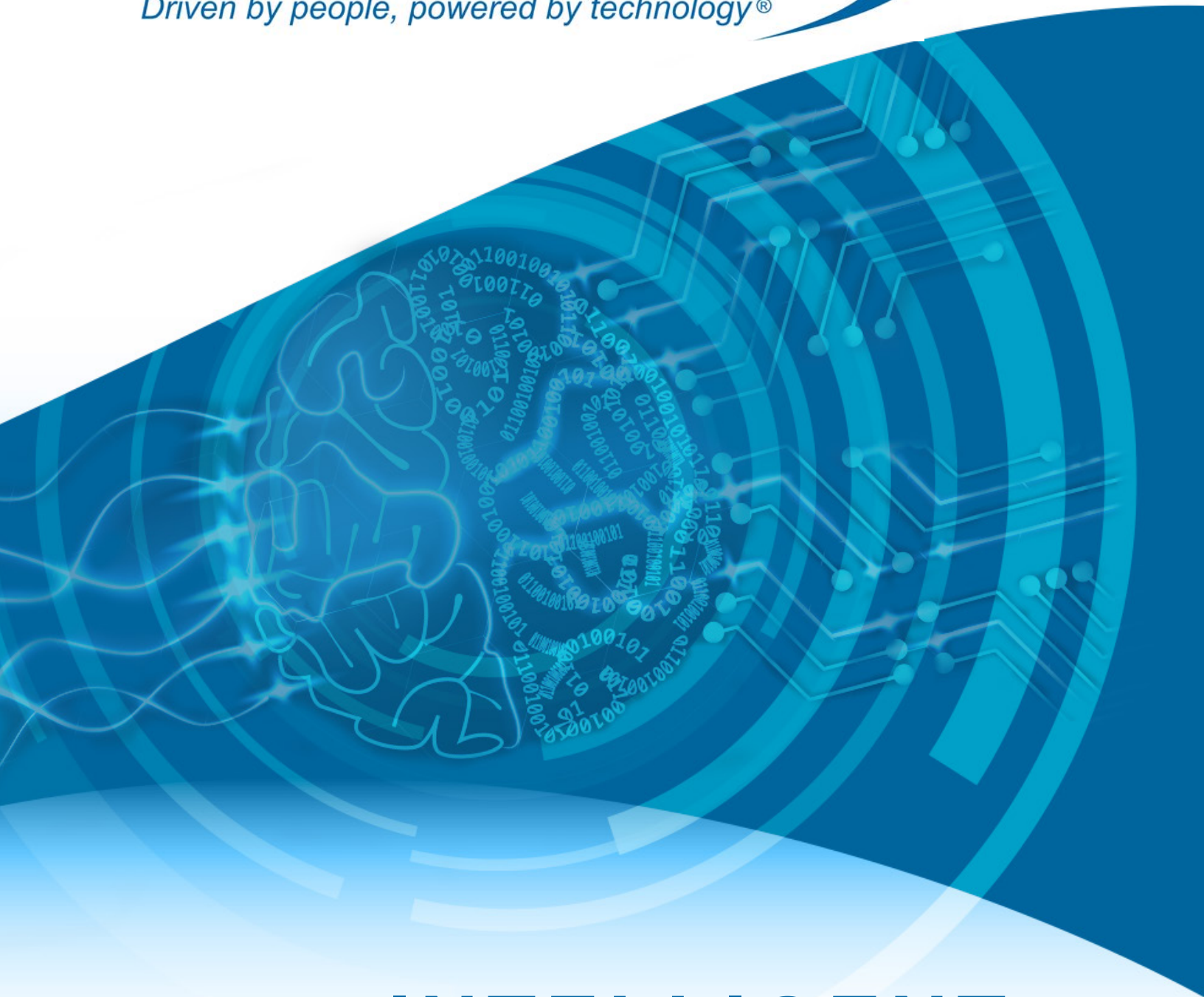


DataDimensions

A blue swoosh graphic that starts under the 's' of 'Dimensions' and curves upwards and to the right, ending under the 's' of 'Dimensions'.

Driven by people, powered by technology®



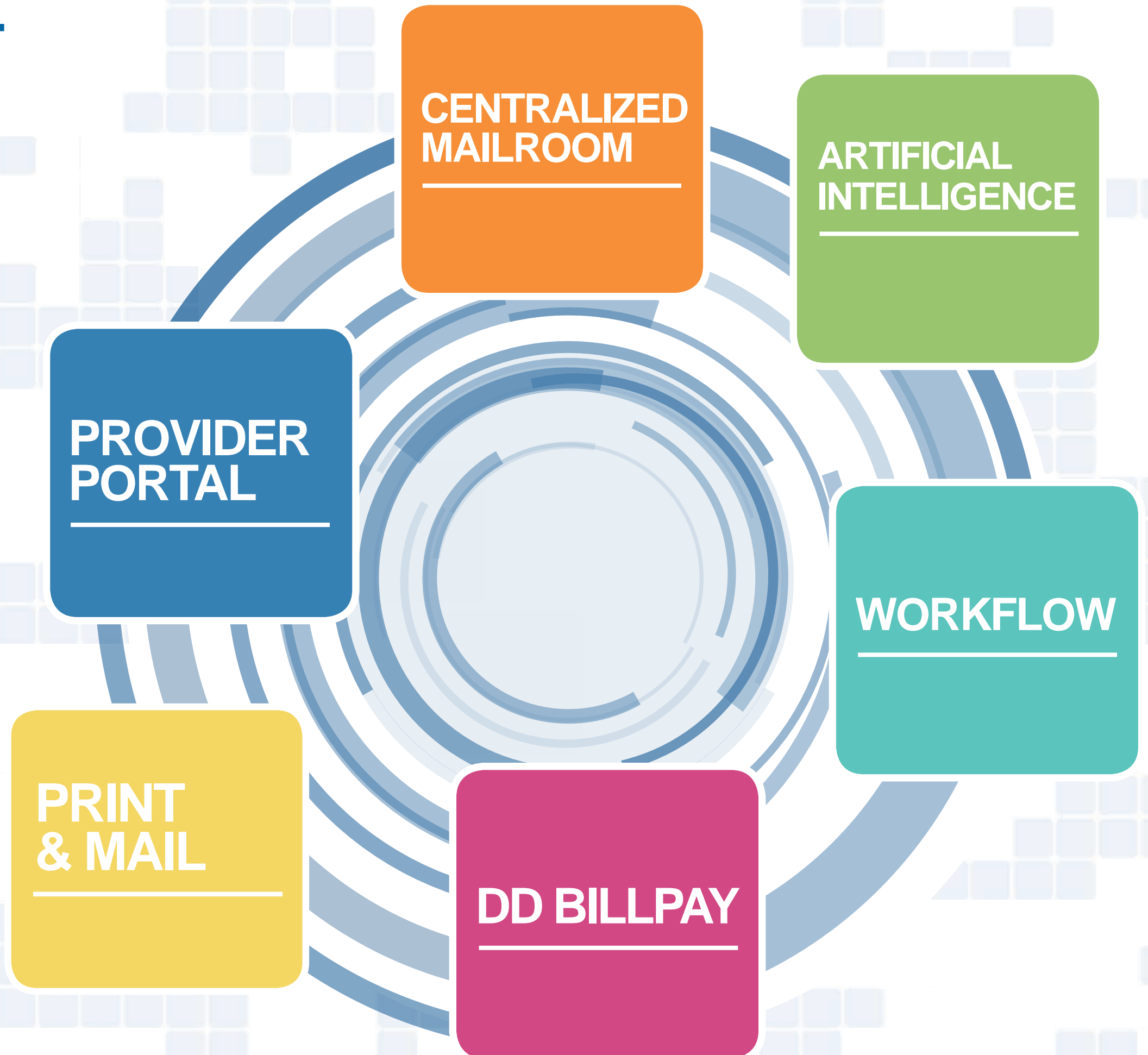
INTELLIGENT
SHARED SERVICES

INTELLIGENT SHARED SERVICES

Data Dimensions, the company you've trusted for more than **40 years** to provide you with the most accurate data possible is making it easier than ever to leverage the broad spectrum of services we have to offer. We combine **decades of experience** in the BPO arena with a commitment to **continually evolving, leading-edge technology**. Our full suite of intelligent business solutions will increase value across your organization.

With Data Dimensions as your **Shared Services** center, you can dramatically expedite the shared service maturation process by leveraging our best-of-breed, intelligent business services. **Improve service quality and increase profits** by standardizing services and processes, reducing administrative costs and dismantling redundant tasks.

Data Dimensions' unique mix of **extensive experience** and **technological expertise** allows you to make the most of our decades in the BPO field. Get ahead of the shared services implementation timeline and start realizing benefits sooner with Data Dimensions' **intelligent data and document management solutions**. Through every step of a document's lifecycle, we can optimize your existing processes for significant cost savings and added value.



CENTRALIZED MAILROOM

Outsourced mailroom services from Data Dimensions help organizations reduce the complexity, cost, time and errors associated with opening, managing and distributing inbound documents, freeing your staff to focus on core competencies.

- State-of-the-art facilities that ensure business continuity and security
- Sophisticated high-speed scanning
- Advanced form identification technology and **intelligent data capture**
- Images formatted to specifications and routed based on business rules
- Flexible centralized mailroom configurations for the model that best fits your needs
- The option for data capture to be performed in your system or ours
- Onshore, offshore or near-shore staffing models available

THE PROCESS



Inbound mail is received



Mail is opened, and prepared for imaging



Data/images are extracted



Data/images made available

PROVIDER PORTAL

POWERED BY AVAILITY

Data Dimensions' Provider Engagement Portal is a secure, multi-payer platform that serves as an entry point for providers who need secure access to their payers regarding clinical and administrative transactions. Using consistent and intuitive workflows, providers can conduct eligibility and benefits inquiries, real-time authorizations and referrals, claim status inquiries, and more.

- Connectivity with over 1.2 million active providers and every health plan
- Notifications, in-app messaging and alerts improve communication with providers and plans
- Excellent Provider data management for most accurate provider information
- Reduces amount of call center resources needed to answer provider inquiries

ARTIFICIAL INTELLIGENCE

POWERED BY NLP LOGIX

A.I. is an integral part of Data Dimensions' Shared Services-based automation solutions, ensuring each component of our document management solution is the most efficient in the industry and one that can have a dramatic effect on your organization's bottom line. Data Dimensions will set up a consultation with matter experts to review your process and show how our A.I. can streamline your organization.

- Maximizes no-touch invoice processing
- Increases auto-adjudication
- Increases efficiency
- Reduces administrative costs
- Allows an organization to standardize its services and processes
- Has an impact on all aspects of our Shared Services solution

PAYMENTS

DD BILLPAY

INSURANCE

DD BillPay, powered by ECHO Health, is a proven medical bill payment solution that offers:

- The ability to save time and money in managing a fully electronic payment/remittance distribution solution
- Online management and tracking of payment transactions
- Complete 1099 management
- A proven, safe, auditable and timely delivery alternative to the traditional, high-cost "snail mail" solutions

FINANCE

DD BillPay is designed to maximize supplier payments by replacing paper checking with electronic transactions, with an emphasis on virtual cards. The results?

- Simple implementation process
- Reduced costs by avoiding expenses
- A comprehensive supplier enrollment process ensuring high conversion to electronic payment
- The opportunity to earn rebates

PAYMENT OPTIONS



Virtual Cards



ACH Transfer



Direct Deposit



Check

WORKFLOW

DIMENSIONS360

INSURANCE

Dimensions360 optimizes the claim and medical bill process, increasing auto-adjudication rates while reducing administrative costs and turnaround times. Eliminate the need to physically transfer documents, reduce errors, enforce approval processes, maintain version control and comply with govt. regulations.

- **Capture360:** Our tool for client-based document intake. Correct from Optical Character Recognition (OCR) or index manually.
- **Check 21:** Process checks with handwriting recognition with up to 98 percent accuracy.
- **Digital Recording Statements (DRS):** Digitally record or upload audio index files and easily manage them.

DIMENSIONS 360

FINANCE

From purchasing through payment, Dimensions360 automates the entire transaction lifecycle, including the processing of PO and non-PO invoices, transferring directly into the ERP of your choice.

- Reduces costs up to 60 percent
- Provides line-item detail, without internal manual data entry
- Significantly accelerates invoice turnaround eliminating late fees while capturing early payment discounts
- Greatly improves visibility into liabilities in user friendly dashboards
- Provides procurement and treasury with better access to key data
- Enhances information control and regulatory compliance

PRINT & MAIL

A comprehensive, scalable, secure, auditable and redundant print/mail and presentation solution that supports mission-critical communication.

- Ability to manage numerous file formats, libraries, business rules, etc.
- High-output technology that includes roll-to-sheet and cut sheet variable print, supporting OCR, MICR, color capabilities along with intelligent inserting utilizing data glyphs and bar codes to produce personalized communication
- Documented Six Sigma processes and procedures
- Operations that are audited and comply with SOC II, FISMA High and HIPAA standards
- All processes supported by mirrored/redundant facilities

SPEED UP YOUR SHARED SERVICES EVOLUTION

The traditional Shared Services maturation process and timetable is no longer relevant in today's corporate world.

Data-driven processes are forced to keep up with **constantly changing business needs**, market demands, government regulations and new threats such as data breaches. Today's business leaders are more hard-pressed than ever to evolve their organizations to:

- Reduce costs
- Increase data quality
- Increase automation
- Assure business continuity
- Assure robust disaster recovery

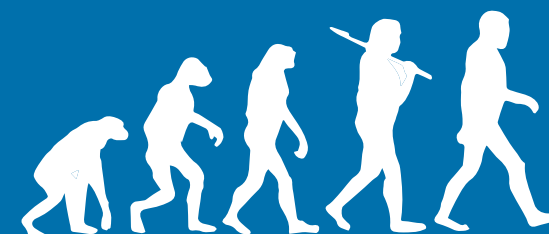
With **multiple state-of-the-art centralized mailroom locations**, sophisticated scanners and six-sigma based processes paired with the latest OCR, ICR and Artificial Intelligence technology, a partnership with Data Dimensions provides a **competitive advantage**. By utilizing Data Dimensions as your **Shared Services center**, you can rest assured that the solutions you rely on will evolve with your organization as well as the ever-changing business climate.

Today, organizations are susceptible to risk factors beyond their control, such as **natural disasters** and **geo-political unrest**. Data Dimensions addresses these risks through:

- Multiple onshore locations spanning over four states
- Multiple offshore locations spanning over three countries
- FISMA moderate Tier II and Tier III data centers

Data Dimensions ensures **regulatory compliance** by integrating **security** and **privacy** into all phases of training and ongoing, day-to-day operations. While a large portion of our client base is focused on HIPAA compliance, our IT professionals also have a wealth of experience serving our clients that must comply with regulations related to PHI, GLBA, PCI, Sarbanes-Oxley, FISMA and other initiatives.

We follow a **consultative approach** to ensure that your goals are met within an appropriate timetable while being fiscally responsible. Reach out to us today to schedule a **free consultation** and start exploring the **new evolution of Shared Services**.



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