SYNCRONYS

BETTER DATA. BETTER HEALTH.

Webinar Series – February 21, 2023

SYNCRONYS
BETTER DATA. BETTER HEALTH.

1

- Welcome and News – April Salisbury, Director of Onboarding and Training

- Featured Presentation:
"HealthXnet and SYNCRONYS: Streamlining the flow of information among health plans, hospitals, physicians and other providers" – Suzanne Adams
Support Supervisor / Customer Relations Specialist, Hospital Services Corporation, HealthXnet

AGENDA

SYNCRONYS
BETTER DATA. BETTER HEALTH.

2

NEWS

SYNCRONYS
BETTER DATA. BETTER HEALTH.

UNM Health Sciences Center, including UNMH, SRMC, and UNMMG, are sharing:

Patient demographics, allergies, encounters, diagnoses, procedures, lab results, pathology reports, radiology reports, assessment and plan of treatment, clinical notes, AND SOON, DIAGNOSTIC IMAGES!

UNM HEALTH SCIENCES

In Testing Now!

3

DIAGNOSTIC IMAGE SHARING

Image Exchange Participants and Comments

- Artesia General Hospital
- CHRISTUS St. Vincent RMC
- Holy Cross Medical Center *(coming soon)*
- NM Cancer Center
- NM Orthopaedic Associates (recent studies)
- Presbyterian Healthcare Services *(72-hour delay in precaching. Images available to launch from reports only)*
- Radiology Associates of Albuquerque

- Rehoboth McKinley Christian HCH *(coming soon)*
- UNMH/SRMC *(coming soon)*
- XRAYNM *(no precaching available, so images will take longer to load)* – including Cibola General, Gerald Champion, Kindred Hospital, Los Alamos, NWNM Women's Health Specialists, Farmington Family Practice, La Clinica de Pueblo, Santo Domingo Health Center, aka Kewa Pueblo Health Corporation

SYNCRONYS
BETTER DATA. BETTER HEALTH.

4

AT YOUR SERVICE

Jerry Martinez

Customer Relationship Manager

SYNCRONYS

5338 Montgomery Blvd. NE, Suite 400

Albuquerque, NM 87109

(505) 938-9916

jmartinez@syncronys.org

www.syncronys.org

5

HealthXnet and SYNCRONYS:

Streamlining the flow of information among health plans, hospitals, physicians and other providers – Suzanne Adams

Support Supervisor / Customer Relations Specialist, Hospital Services Corporation, HealthXnet

HealthXnet

HSC

SYNCRONYS

BETTER DATA. BETTER HEALTH.

6

Slide 7

HealthXnet

SYNCRONYS

HealthXnet
+ SYNCRONYS

Streamlining the flow of information among health plans, hospitals, physicians and other providers

HSC
Hospital Services
Corporation

SLIDE 7

7

Slide 8

Hospital Services Corporation

Who We Are

HSC
Hospital Services
Corporation

Award-winning technology solutions company

Serve customers across 19 states

Owned by the NM Hospital Association

"Best Place to Work" 4 years & counting

SLIDE 8

8

HealthXnet: Insurance Portal Aggregator

Featuring a single sign-on to verify patient eligibility

Now Available With Your Syncronys Tool!

01 **Streamline**
Streamline the flow of health information

02 **Single Sign-On**
HealthXnet provides a single website login to access multiple health plan systems to verify eligibility and benefits

03 **Availability**
The HealthXnet portal is available 24-hours a day, seven days a week

SLIDE — 9

9

By Popular Demand

Integrated HealthXnet in your SYNCRONYS portal

Referral

Discharge Info

Medical Records

Eligibility

All In One Place!

SLIDE — 10

10

Slide 11

HealthXnet — SYNCRONYS

HSC
SYNCRONYS
BETTER DATA. BETTER HEALTH.
efficient

HealthXnet®

Save Time and Increase Staff Efficiency

Eligibility and Benefits Inquiry:
- Determine health plan member eligibility
- Obtain specific information regarding service level copays, remaining deductible amounts, and other detailed benefits information

Now Available
Single Sign-On Through Your Syncronys Tool!

Please refer to HealthXnet's Payer List for current available eligibility inquiry health plans.
info.healthXnet.com/payers.html

Insurance Portal Aggregator

Hospital Services Corporation   📞 1-866-908-0070   ✉ Bernadette Armijo barmijo@nmhsc.com   nmhsc.com

01 Operation Experience
HealthXnet has been in operation since 1999

02 Transactions
Nearly 5 million transactions performed by HealthXnet users last year (2022)

03 Multi-Plan Access
HealthXnet has over 120 National and NM health and dental plans.

We may be able to add additional health and dental plans at the request of our customers ** UPCOMING – adding more health plans in 2023!

SLIDE 11

11

Slide 12

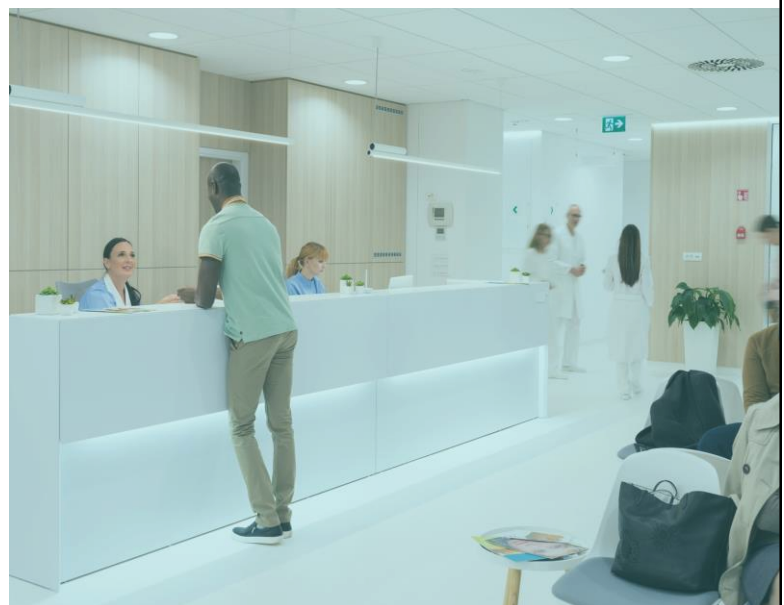HealthXnet — SYNCRONYS

Ways to verify eligibility

Calling individual health plans to verify eligibility/benefits can be time consuming. In most cases health plans will only verify eligibility for a certain number of patients - per call.

With a single login, HealthXnet users have **access over 120 health** and dental plans in a single website.

HSC
Hospital Services Corporation

SLIDE 12

12

HealthXnet

SYNCRONYS

Search Options:

Aetna:

- Member ID
- Member ID, DOB
- Member SSN, Dependent DOB
- Member/Dependent Name, DOB
- Name DOB

AARP:

- Member ID, DOB
- Member ID, First Name, DOB
- Member ID, Last Name, DOB
- Member ID, Name
- Member ID, Name, DOB
- Member Name, DOB

BCBS Commercial:

- Member ID, Member First Name, Member Last Name, Member DOB

Cigna:

- Member ID, Name DOB
- Dependent Name, DOB
- Member ID, DOB
- Member ID, Dependent Name, DOB
- Member Name, DOB

HealthXnet

HealthXnet Quick Tip Sheet

Health Plan Requirements run Eligibility and Benefit Inquiries

HSC
Hospital Services Corporation

13

HealthXnet

SYNCRONYS

Humana:

- Member ID, DOB
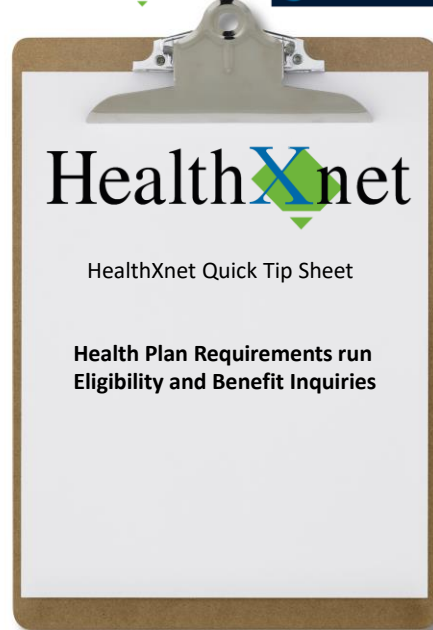- Member Medicare Number, DOB

Medicare:

- Medicare ID, Member First Name, Member Last Name, Member Date of Birth

Presbyterian Health Plan:

- Member ID **OR** Member Social Security Number, Member First Name, Member Last Name, Member DOB

HealthXnet

HealthXnet Quick Tip Sheet

Health Plan Requirements run Eligibility and Benefit Inquiries

HSC
Hospital Services Corporation

14

ACCESS FROM THE SYNCRONYS HIE CLINICAL PORTAL

FLAUBERT, Gustave   SEX Male   DOB Dec-11-1959 (63y)   ✕   ‹ ☰ ›   🏠   🔔 0   👤 April SALISBURY-3 ▾   LOGO

☰   📇 Patient Summary   👥 Circle of Care   📅 Timeline   📄 External Record   📘 Payer Sourced Data   📖 Images   📝 HealthXNet

Clinical Documents 👁 🔍 ↻
Showing All Mark All As Read
Group By Category Sort By Date
📇 Patient Summary
📑 Bulk Print Results
🔴 Medication Claim History
🔵 Advance Directives / MOST
▶ **Coordinate (1 / 1)**
▶ Dynamic Documents (1)
▶ **Laboratory (7 / 8)**

Demographics

Other Identifiers
83458-3454 (Christus St Vincent Regional Med Ctr)

Demographics	
Address	6599 Jaguar Drive, Santa Fe, NM, 87507, (Home)
Phone	5059552828 (Mobile)
Phone	5059552828 (Home)

Allergies

Details	Reactions	Overall Severity	Onset Time	Type	Source
NO KNOWN ALLERGIES	UNKNOWN	Unknown		OT	Christus St Vincent Regional Med Ctr

Encounter History

	Admission	Discharge	Admit Reason	Discharge Diagnosis	Visit Type	Specialty	Facility	Clinician	Attenders
🔴	Jun-14-2022	Jun-14-2022		Cough, unspecified (1 of 5 diagnoses)	Emergent	Emergency Room	Christus St. Vincents Reg Med Ctr		WILLIAM KINLAW
🔴	May-05-2022	May-05-2022		mva/ems	Emergent	Emergency Room	Christus St. Vincents Reg Med Ctr		

15

---

contact us

Physical Address
7471 Pan American West Fwy NE
Albuquerque, NM 87109

Phone & Fax
Direct Line: 505-343-0070
Fax: 505-343-0068
info@nmhsc.com

HSC
Hospital Services Corporation

SLIDE 16

16

Thank you!

HSC
Hospital Services
Corporation

17

NEXT STEPS

SYNCRONYS
BETTER DATA. BETTER HEALTH.

If:	You should:
I have HealthXnet, but not SYNCRONYS	Schedule an overview and demonstration with your customer relationship manager
I have SYNCRONYS, but not HealthXnet	Tell your customer relationship manager that you want a quote to add HealthXnet and provide an estimate of how many patients you verify in an average month
I don't have either solution	Contact your CRM and we can help you get both

18

YOUR CUSTOMER ENGAGEMENT TEAM

SYNCRONYS
BETTER DATA. BETTER HEALTH.

Hospitals (Western NM) **| Indian Health Service | Tribal Health Systems/Clinics –**
Mona Benally, Customer Relationship Manager rbenally@syncronys.org; 505-938-9915

Hospitals (East of I-25 and Metro) **| Diagnostic Facilities –**
Victor Miramontes, Customer Relationship Manager
vmiramontes@syncronys.org; 505-938-9902

Federal, State, and County Corrections
Skilled Nursing Facilities | Long Term Care |
Rehabilitation | Home Care | Hospice –
Jerry Martinez, Customer Relationship Manager jmartinez@syncronys.org;
505-938-9916

19

YOUR CUSTOMER ENGAGEMENT TEAM

SYNCRONYS
BETTER DATA. BETTER HEALTH.

Ambulatory Clinic Groups/Systems | Specialty Clinics | Federally Qualified Health Centers –
Renee Sussman, Clinical Informatics Specialist rsussman@syncronys.org; 505-938-9914

Payers | PHS | City, State, and Local Government | Shelters –
Benton Dwight, Customer Relationship Manager
bdwight@syncronys.org; 505-938-9921

PHS
Terri Stewart, Chief Executive Officer/President
tstewart@syncronys.org; 505-938-9909

UNMH/SRMC | City, State, and Local Government | Fire/Rescue | Shelters –
April Salisbury, Director Onboarding & Training asalisbury@syncronys.org; 505-938-9905

20

FOR MORE INFORMATION

- www.syncronys.org
- info@syncronys.org
- (505) 938-9900

21