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## **dakota and FACTS<sup>®</sup> Enter into a Strategic Partnership**

*Industry Leaders to Offer Comprehensive best-in-class Claims Processing  
Software and Outsourcing Services*

**(Columbia, MD) September 23, 2002** – dakota imaging and Florida-based FACTS<sup>®</sup> Services, Inc. (FSI) announce they have entered into a strategic partnership to provide a complete, seamlessly integrated, best-in-class solution for healthcare payers. The combined resources and technologies of dakota and FSI provide the components necessary for automated claims administration from front-end claims data capture, imaging, archival and retrieval, to full back end adjudication, payment and reporting.

FSI is a healthcare payer IT solutions provider and developer of the FACTS<sup>®</sup> system. The FACTS<sup>®</sup> system is recognized as a leading health claim management system, empowering its users with unprecedented reliability, scalability, automation and productivity. It is widely used by top third party administrators, insurance companies, corporate entities and managed care organizations throughout the United States and internationally. FACTS<sup>®</sup> solutions fully support and automate the processes related to healthcare claims payment and administration, including compliance with provisions mandated by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) on healthcare payers.

dakota’s *Transform* software based systems are currently being used nationwide by customers in all segments of healthcare to process over 300 million transactions per year such as medical claims, dental claims, hospital claims, enrollment forms, etc. dakota’s NetX<sup>™</sup> EDI software based transaction processing systems are used by healthcare customers and clearinghouses to process over 1.8 billion electronic transactions per year. NetX is used by Fortune 1000 healthcare companies in such on-line applications as electronic medical claims, online real-time eligibility, encounters, referrals, claim status, claim correction, etc. A payer using dakota’s software for claim in-take typically reduces its claims processing cost by up to 50% per transaction. Furthermore, the cost of processing a medical claim that auto-adjudicates is typically 90% less than one that requires manual adjudication.

Under this agreement, dakota's industry leading automated claim in-take technology is now available to all existing and new FSI customers, in a tightly integrated manner. The flexible availability of this combined comprehensive solution, via ASP or turnkey licensing, allows healthcare payer organizations to benefit from the proven solutions and experience of two key players in their respective market segments. This partnership makes available unprecedented automation, productivity and cost-cutting technology to an administratively segmented healthcare market.

The combined solution allows healthcare payers to scan their incoming claims and paper documents in their mailroom, using the dakota provided scanners and software. Documents no longer need to be shipped. dakota's *Transform* software automatically routes all electronic images securely via the DakotaVPN (Virtual Private Network) to its 24x7 managed data center where all images are processed and converted to usable data. All errors are also identified and corrected automatically by dakota and the final, clean, ready-to-process HIPAA compliant transaction data is then seamlessly processed by the FACTS® health claim management software. Customers that do not wish to scan their documents can re-direct/ship them to a dakota Service Center where they are typically processed within 24 hours.

In addition, a claim adjudicator or customer service operator can visually see the original image of the documents pertaining to the transaction on their PC screen while working within the FACTS® system. dakota's proven *Transform* software serves as the secure digital document warehouse for claims and attachments and provides all operators on-line, real-time access to archived transactions securely over the DakotaVPN. dakota's digital document warehouse uses *Transform* OFS™ technology, which currently powers electronic document archives in healthcare – some as large as 500 million documents online per archive.

“Payers, TPAs, and Group Administrators now have access to FSI's reliable, scalable and proven claims management system, and dakota's *Transform* imaging, data capture and NetX EDI technology. This provides healthcare payers with one comprehensive end-to-end solution that automates the entire claim life cycle transaction, from mail room or EDI intake, to claim adjudication and long term transaction archival,” stated dakota's CEO Mr. Sandeep Goel.

"dakota is an excellent strategic fit for FSI. We are excited about the opportunities created by this partnership. The combination of the technologies and solutions offered by dakota, with our cutting-edge products and services, provides a complete, unparalleled range of solutions to healthcare payers,” says FSI's Vice President of Sales and Marketing, Mr. Jose A. Lopez.

## **ABOUT FSI**

FSI is a leading provider of fully automated and integrated, high performance software and hardware solutions for healthcare payers, specializing in claims processing, risk management, cost containment and managed care. All FACTS® products are available in a turnkey or ASP model. FSI's integrated, best-in-class technologies include systems for automatic adjudication, HIPAA, EDI, Internet, IVR, and workflow. As a single source provider servicing the full spectrum of a company's health claims management needs, FSI also provides integrated hardware options, services, training and support.

For more information on the complete line of FACTS® products and services, please contact the FSI Sales Department at (305) 284-7400, [sales@factsservices.com](mailto:sales@factsservices.com), or visit [www.factsservices.com](http://www.factsservices.com).

## **ABOUT dakota imaging**

dakota imaging delivers turn-key solutions and professional outsourcing services for high volume paper and eTransaction processing, with special expertise in the health claim market. The company provides solutions for paper, electronic and Internet transaction processing including automated data capture, document imaging, OCR, HealthClaim Expert pre-adjudications rules processing, EDI Communications Gateways, COLD, Image/EDI document archival and Web based self service software for on-line status, correction, referrals, authorizations and eligibility. dakota also provides ready-to-use solutions for high-volume transaction processing applications in the insurance, fulfillment and government markets. Founded in 1989, the company is based in Columbia, Md., and has offices in Atlanta and Dallas.

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