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*The Full Spectrum of Strategic Solutions
for Healthcare Payer Organizationssm*



FOR IMMEDIATE RELEASE

**FACTS® Services, Inc. Expands FACTS®Web™
Functionality To Enable EDI Claim Uploads Through The Internet**

CORAL GABLES, FL - November 13, 2001 – FACTS® Services, Inc. (FSI), a healthcare payer IT solutions provider, has expanded FACTS®Web™, its real-time, e-business platform for the FACTS® health claims management system, to enable EDI claim uploads through the Internet. This latest product enhancement now allows authenticated providers and other users to submit EDI files – claims, pre-cert requests, and eligibility inquiries – electronically and directly to the FACTS® system through the FACTS®Web™ system.

“The web-enabling of EDI claim uploads will offer FACTS® users significant benefits,” states Greg Timmerman, FSI Vice President of Operations. “First of all, no operator intervention will be required, reducing data entry requirements and labor. Secondly, hospitals, doctors, and other healthcare providers will be able to submit claims directly to payers and receive an immediate response – without having to go through a third party clearinghouse, and they will be able to do so 24 hours a day.”

“This integration of the FACTS® EDI™ and FACTS®Web™ technologies will help providers enhance their business and operational efficiencies,” says Timmerman. “It will enable them to more quickly and effectively handle HIPAA compliance issues by easing the implementation

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and administration of HIPAA EDI transactions. It will also help reduce their administrative overhead through significant savings in the costs per transaction; from 30 to as much as 90 cents per claim.”

In addition to EDI claim uploads, the FACTS®Web™ product currently empowers FACTS® users with a wide range of real-time, on-line healthcare transactions, including verification of eligibility, plan summary information, claim history, claim status, and ID card requests. A host of other new and innovative features are also in development.

About FSI

FSI is a provider of fully automated and integrated, high performance software and hardware solutions for healthcare payer organizations, specializing in health claims processing, risk management, cost containment, and managed care. As a single source provider, FSI also offers full-service training, on-line support, and consulting. FACTS® is fully committed to HIPAA readiness and compliance.

For more information on FACTS®Web™ and the complete line of FACTS® products and services, please contact the FSI Sales Department at (305) 284-7400, email at sales@factsservices.com, or visit our website at www.factsservices.com.

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