

Inteq's ITES/BPO business is primarily focused in the healthcare vertical. It provides back office services, transaction-based services, MIS and analytical reporting services to clients in a seamless way. The team at Inteq has the right mix of domain knowledge and the requisite technical expertise to handle operations.

Medical Billing Practice Management Services

Inteq provides total medical billing practice management solutions, focusing on skill sets, cost containment and 24/7 service. This focus results in fewer denials, revenue enhancement and overall value realization.

Inteq supports practice groups of any size and speciality including physician networks, hospital-based physicians, hospital emergency departments and management departments and management service organizations (MSOs), enabling physicians to focus on their practice.

Our team can deliver coding services for procedural and diagnostic coding (CPT, ICD-9, HCPCS, National Drug codes, CDT etc) within agreed time frames with high level of accuracy, even in the first instance. Services are delivered as per payor specific coding needs, meeting insurance and government regulatory requirements.

Service Spectrum

- Eligibility verification
- Patient demographics
- Charge entry
- Claim generation
- AR Analysis
- AR follow-up
- Denial management

Equipped to work for healthcare providers with multiple specialities including pathology, radiology, cardiology, anesthesia, psychiatry, oncology and others



Healthcare Administration Services

Inteq works with payors, aggregators and clearing houses as their strategic partner and takes on people intensive repetitive services, so that they can focus on core activities like provider and payor liaison. This will be effective in reducing the time taken for providers to get paid for their services. Inteq also provides full range of claims processing and adjudicating services.

The claims processing team of Inteq smoothly facilitates matured process flows, state-of-the art quality assurance procedures, reliable claims adjudication system and fully scalable solution adjudicating a high volume of claims. We have the technology and infrastructure to process high volumes of claims on multiple payor systems.

Some of the process steps are handled after verifying data from several databases of payors resulting in increased administrative efficiency, reduced costs, quick settlement of claim payments and true return on investment. We work with your existing systems and integrate our own propriety HIPAA Compliant software or can provide a turnkey hosted solution to accomplish administration. We can administer all of your health plan activities or a few key functions.

Service Spectrum

- Provider management
- Document/image capturing
- EDI and OCR
- Online enrolment, Eligibility data
- Maintenance and verification
- Primary and secondary payor determination
- Patient demographic information
- Validate coding
- Claims re-pricing
- Adjudication
- Preparation of final claim
- Payment posting
- Process rejected and recycled claims

Document & Data Processing

Data is one of the important resources for us, but we do not always have it in the format required when needed. To make the data readily available we provide data conversion services that include various solutions to convert data from one format into another. We work on both electronic and printed data.

At Inteq we provide our customers with highly accurate and unique entry and processing services. In the case of data entry services the data is re-keyed to provide 99.25% accuracy. Our services are valid for all kinds of textual data capturing which includes printed text, manuscripts, scanned images etc.

Service Spectrum

- Forms processing
- Data processing
- Data conversion
- Data management
- Document digitization
- Electronic recognition: OCR & ICR processing
- Handwritten, machine print, reader response
- Document & workflow management

HIPAA Compliance

Inteq is committed to complying with the Health Insurance Portability and Accountability Act (HIPAA), Privacy, Security and Electronic Transactions standards.

Inteq has implemented policies, processes and procedures designed to ensure compliance with the privacy standards, and regularly monitors and audits these changes for compliance and effectiveness. Systems, policies and procedures are identified for development and/or enhancement, Internet and interface connectivity is encrypted and/or password protected, and electronic access is limited to only those individuals/entities who are authorized.

Compliance Details

- Full-time compliance officer responsible for implementation of programme
- Quality billing services with written standards and policies
- Staff empowerment with regular training, innovative compensation systems, appraisal and developmental systems, recognition, participation and quality of work
- Multiple channels to report possible non-compliance or systemic errors
- Regular systems and process reviews by a dedicated quality assurance team
- Regular audit of overall compliance effort, including objective external audits.
- Formulation of corrective plans to address any instances of non-compliance
- Security systems throughout the facility to ensure HIPAA compliance

Confidentiality Details

- **Physical Security** with ID cards, biometrics and onsite security forces
- **Information Security** with 128 bit encryption, SSL
- **Desktop Access** by auto log off, ID/password protection screensavers, security-enabled OS (WinNT/2003-XP Pro) and appropriate personal classifications.
- **Seamless Continuity** with emergency response procedures, disaster recovery plans and business continuity plans
- **Human Resource** ensures the requisite HIPAA knowledge
- **Privacy** to control health records including access, disclosures, standard, consent and authorization
- **Business Associates & Partners** will have up-to-date contractual agreements
- **Auditing** with on-site and off-site capability to retrieve records within the specified time-frames
- **Documentation** of all policies to be followed

Inteq Advantages

- **Stability:** A track record of excellence, with 100% client/partner retention
- **Methodology:** Six sigma & ISO 9001 with high accuracy levels of 99.25% and above
- **Technology:** State-of-the-art HIPAA compliant technology/ 128-bit encryption, data portability and redundancy
- **Cost Effective:** Savings of up to 60%
- **Outstanding Customer Services:** Scalable 365, 24x7 global operations with rapid implementation of 3-4 weeks. Proven track record of satisfied customers
- **Free trial:** Free trial offer for two weeks for any amount of work load without any investment from customers side
- **Long-term/flexible relationships:** We aim at life-long relationships

Inteq Features

- State-of-the-art facility with HIPAA compliant technology
- Rapidly scalable infrastructure model
- Secured dedicated leased communication links
- Matured methodologies using Six sigma & ISO 9001
- Multiple hardware and software platforms for development
- Redundant captive backup power generation
- Highly secure and segmented data network
- Electronic and physical access control on a need to use basis
- Certified team trained under coding experts in the US.



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