



Important Customer Memo

Production Testing of Electronic Secondary Claims

January 7, 2007

Kareo's new release includes support of the HIPAA mandated Electronic Coordination of Benefits (COB) standard, which allow you to send secondary claims electronically. This is a significant and far reaching enhancement for Kareo, thus we feel it is prudent to take a cautious approach to its implementation and testing. Over the next couple weeks, we will be working closely with a select group of "early adopter" customers to participate in production testing of secondary electronic claims. Kareo will closely monitor all secondary electronic claims, and invite "early adopter" customers to start submitting secondary electronic claims for one payer for one practice, then all payers for one practice, and then finally expand to all payers for all practices. The ideal participants for this production testing include any customers that may be receiving denials due to secondary paper claims. If you would like to participate in production testing of secondary electronic claims, please contact Kareo Customer Support at support@kareo.com. If you do not want to participate in this production testing process, there is nothing you need to do as all payers are configured, by default, not to send secondary electronic claims unless you enable this feature. Kareo will notify you within the next three to four weeks once the production testing of secondary electronic claims has been concluded. At that point we recommend that you slowly turn on payers and practices in an incremental fashion until you are fully comfortable with this powerful new feature.