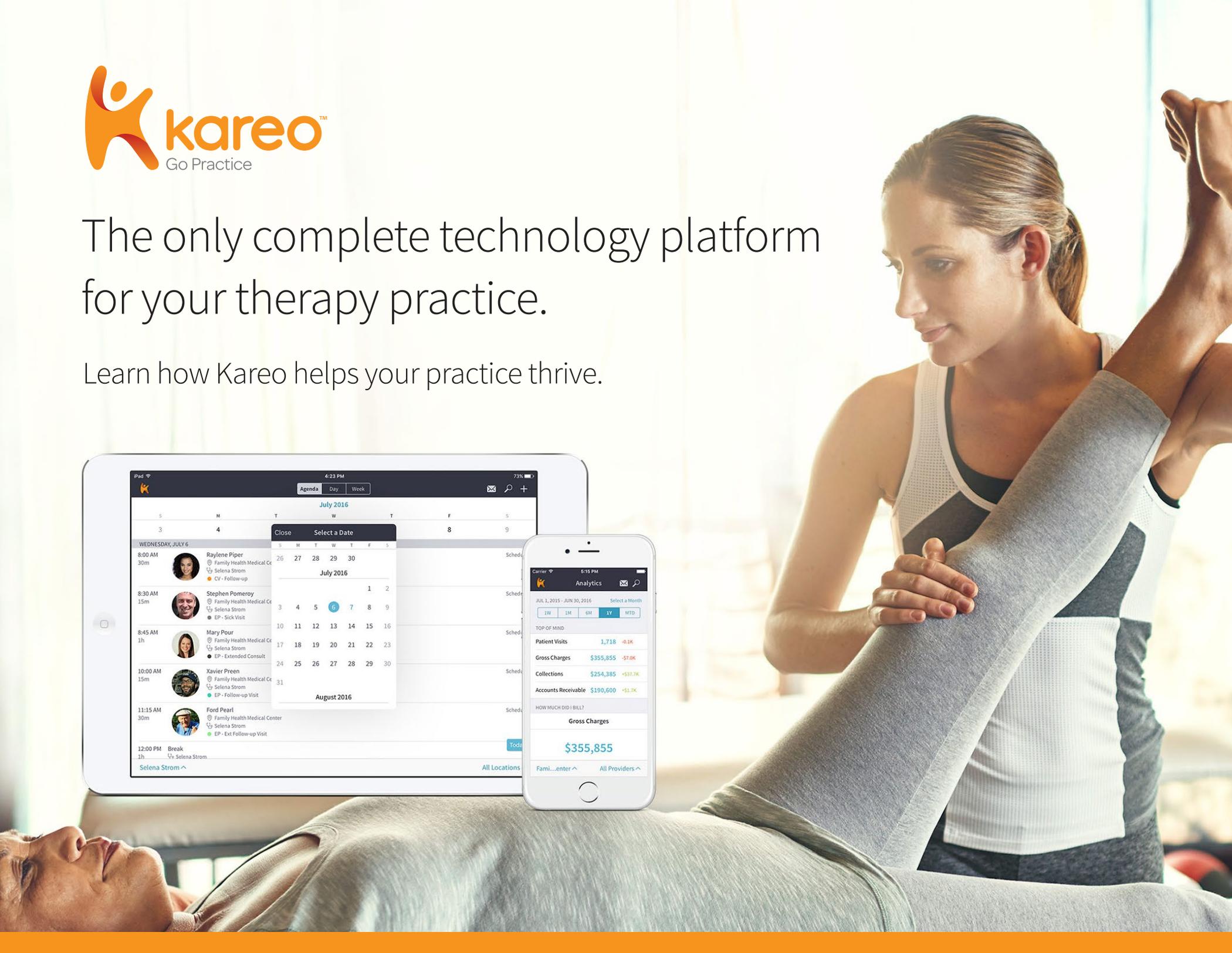
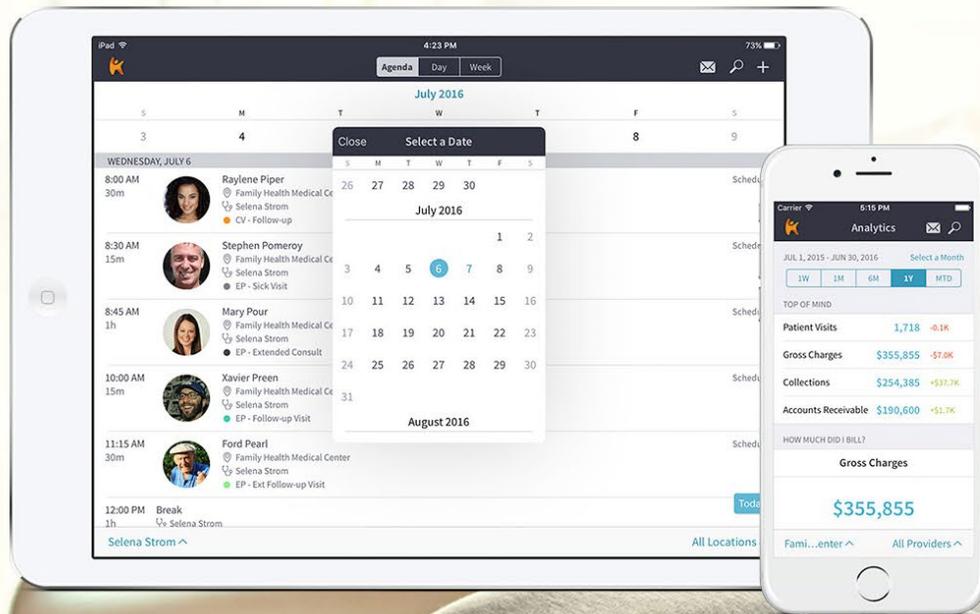




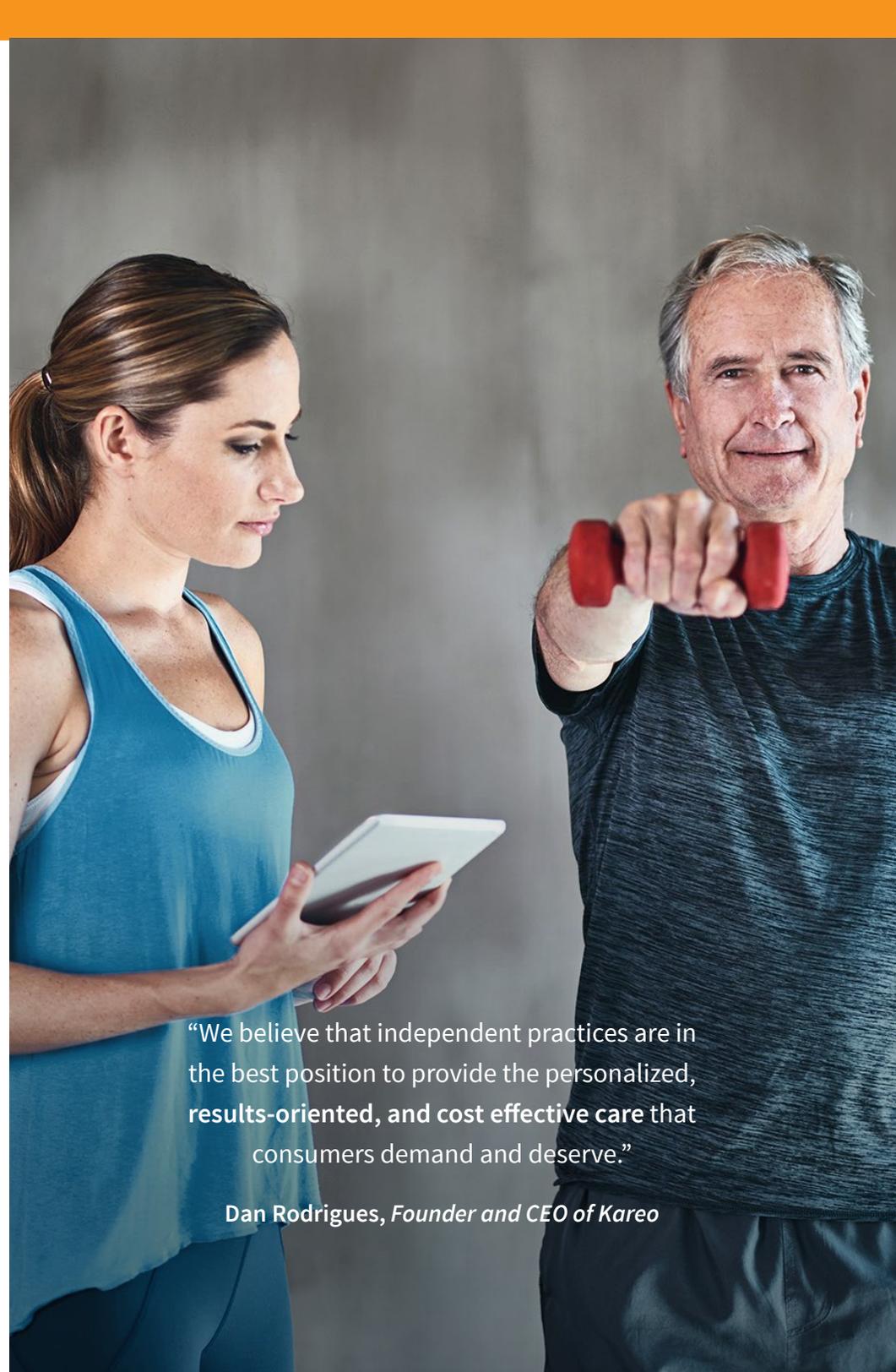
# The only complete technology platform for your therapy practice.

Learn how Kareo helps your practice thrive.



# What's Inside

Who is Kareo? .....	2
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“We believe that independent practices are in the best position to provide the personalized, **results-oriented, and cost effective care** that consumers demand and deserve.”

*Dan Rodrigues, Founder and CEO of Kareo*

## Who is Kareo?

We offer the only cloud-based, clinical and business management technology platform dedicated to serving the unique needs of independent practices. Our software helps you engage with patients, run a smarter business, provide better care, and get paid faster. More than 45,000 healthcare providers representing over 75,000 active users rely on Kareo everyday.



**BLACKBOOK #1**  
Integrated EHR, PM and RCM

## How is Kareo Different?

Unlike other companies that built their offering for large medical groups or hospitals, Kareo is purpose-built for the workflows and unique needs of the independent practice.

The result is an affordably-priced platform without the bells and whistles that you don't need.



**MORE THAN 50,000 PROVIDERS**  
rely on Kareo to run a successful practice

## Kareo is Friendly, Flexible, and Transparent

We run our company based on business practices that are friendly, flexible, and transparent because we know you are relying on us to help you succeed.

As a Kareo customer, you'll feel appreciated and supported due to the many benefits including:

- Free onboarding, including a dedicated customer Success Coach to get you up and running.
- A clear and simple pricing model that offers affordable ways to grow your practice
- No long-term contracts and flexibility to adjust your subscription without penalty
- Easy access to support via phone, chat, and email at no additional cost



**MANAGING \$20 BILLION+**  
in annual claim revenue processed



**OVER 75,000 ACTIVE USERS**  
log in to Kareo every day

# Introducing the Kareo Platform

For years, medical software played a mixed role for therapy practices. It reduced complexity in some areas and added complexity in others. Kareo is changing this to help you succeed with helpful technology.

Kareo is the first and only technology platform built with the therapist and the patient in mind, allowing you to efficiently and effectively manage all of the major functions of your practice.

Kareo is unlike any other software in the industry. It is the only fully integrated and complete, cloud-based platform that provides a seamless user experience.



# Kareo's Five Integrated Modules

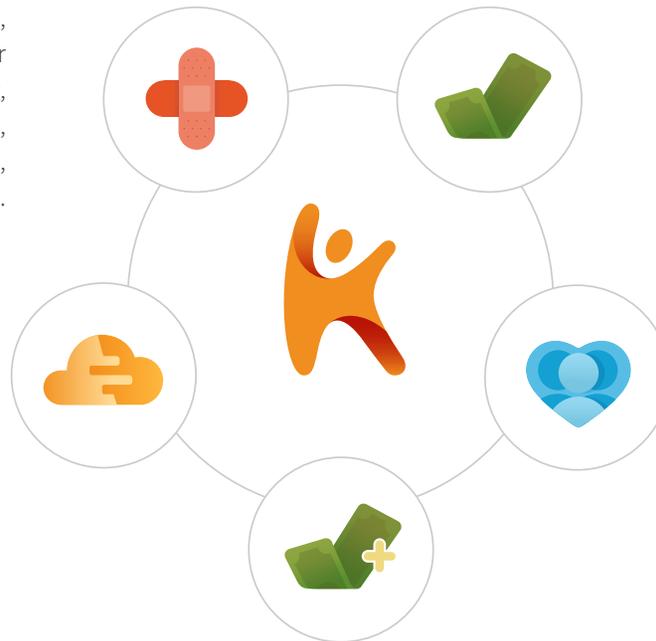
Kareo offers five separate but fully integrated modules designed to meet the unique needs of the therapy practice.

## **KAREO CLINICAL (EHR)**

Kareo Clinical lets you do the work that matters most, helping your patients on their road to recovery. Use our cloud based mobile friendly EHR to manage scheduling, appointment reminders, registration, patient notes, superbills, secure messaging, patient payments, compliance and more.

## **KAREO MARKETPLACE**

Kareo Marketplace extends the value of your software. We partnered with some of the most innovative companies in the world and integrated these functions into Kareo. These include areas as clinical, billing, and business management.



## **KAREO BILLING (PM)**

There's no better or more relied upon software to support your billing process and get you paid. Our web and mobile applications help you meet and exceed your goals for patient collections and insurance reimbursements.

## **KAREO ENGAGE**

Kareo Engage helps you create a superior end-to-end patient experience, from getting found online to re-care reminders. The result is better care delivery, increased collections and happier, healthier patients.

## **KAREO MANAGED BILLING (RCM)**

Let our experts help you run a more successful practice so you can focus more on patient care. We'll identify and eliminate the root cause of mistakes so you can get paid faster and improve your financial health.



## KAREO CLINICAL

An easy to use and integrated EHR

Let us show you how easy it is to write notes, code encounters, and manage patients in our fully integrated, cloud-based EHR. Find information with easy look ups and create favorites for things you do every day—problem codes, patient notes, and patient education. Superbills can be created and sent in a few clicks!

### INCLUDED FUNCTIONS

- Patient Charting
- Flowsheets
- Electronic Superbills
- Patient Statements
- Secure Messaging
- Registration
- Appointment Reminders
- Calendar and Scheduling
- Custom Mobile Apps

➔ For a complete list of functions and features, see page 27



“I want an EHR that is easy to learn and use every day.”

Kareo Clinical was designed with therapists in mind. It has the features you need to be successful and none of the unnecessary extras that can get in the way. And it's easy to use!

Search ●●●● 3:52 PM 100% 🔋

Back Arvington, Christy F, 44 y/o

+/- Sections Visit: 27 Jan 2017 1:15 AM

Reason for Referral Use Last

Reason for Referral: Evaluation of new onset symptoms and Initial evaluation of right knee pain symptoms

Subjective Use Last

Able to Participate in Activities: with assistance, but he is experiencing acute pain intermittently. His pain usually subsides within 5 to 10 minutes after stopping the activity.

Objective Use Last

MUSC/SKEL: RIGHT KNEE: [ROM], FROM, flexion: 55 degrees, extension: 80 degrees, external rotation: 12 degrees, internal rotation: 29 degrees.

Muscle strength: 3/5

Sensation intact, skin: healing surgical wound, warmth to touch.

01 Feb 2017 3:52 PM, Smith, Ethan

Carrier 5:16 PM Agenda

July 2016

S	M	T	W	T	F	S
3	4	5	6	7	8	9

TODAY • WEDNESDAY, JULY 6

- 8:00 AM 30m Raylene Piper Smith Physical Therapy Selena Strom CV - Follow-up Scheduled
- 8:30 AM 15m Stephen Pomeroy Smith Physical Therapy Selena Strom EP - Sick Visit Scheduled
- 8:45 AM 1h Mary Pour Smith Physical Therapy Selena Strom EP - Extended Consult Scheduled
- 10:00 AM 15m Xavier Preen Smith Physical Therapy Selena Strom EP - Follow-up Visit Scheduled
- 11:15 AM 20m Ford Pearl Smith Physical Therapy Scheduled

Selena Strom ^ All Locations ^

“I want to connect with my patients more and deliver better care.”

The flexibility of Kareo means you can use the device and documentation style of your choice. Spend more time providing patient care and less time worrying about technology.

“I want functions and features that work for my therapy practice.”

Not only is Kareo intuitive but it can easily be customized to your needs. With one click access to commonly used codes and procedures, you can practice heads-up medicine while providing better care to your patients.

iPad 10:32 AM 21% 🔋

Agenda Day Week

July

	Sun 3	Mon 4	Tue 5	Wed 6	Thu 7	Fri 8	Sat 9
8 AM		Devin Padilla 8:00 - 8:30 Family Health M...		Raylene Piper 8:00 - 8:30 Family Health M...	John Adams 8:00 - 9:00 Family Health M...	Carol Preen 8:00 - 9:00 Family Health M...	
9 AM		Brittany Proto 9:00 - 10:00 Family Health M...	Tom Paisley 8:30 - 9:30 Family Health M...	Stephen Pome... 8:45 - 9:45 Family Health M...	Alyson Paulson 9:00 - 10:00 Family Health M...	Charlie Pridem...	
10 AM			Hailey Pritchard 10:00 - 11:00 Family Health M...	Xavier Preen...	Zane Piper...	Xavier Preen 10:00 - 11:00 Family Health M...	
10:32					Jack Pitt 10:30 - 11:00 Family Health M...		
11 AM		Will Page...					
12 PM	Break 12:00 - 1:00 Selena Strom	Break 12:00 - 1:00 Selena Strom	Mike Frye 11:30 - 12:00 Capital Regional...	Steve... Mike Frye 11:30...	Ford Pearl 11:15 - 11:45 Family Health M...	Ford Pearl 11:15... Mike Frye 11:30...	Madison Pre... Mike Frye 11:30...
1 PM				Micha... Jessie Pellegrino...	Raylene Piper 1:00 - 1:30 Family Health M...		



## KAREO BILLING

Trusted, proven practice management technology

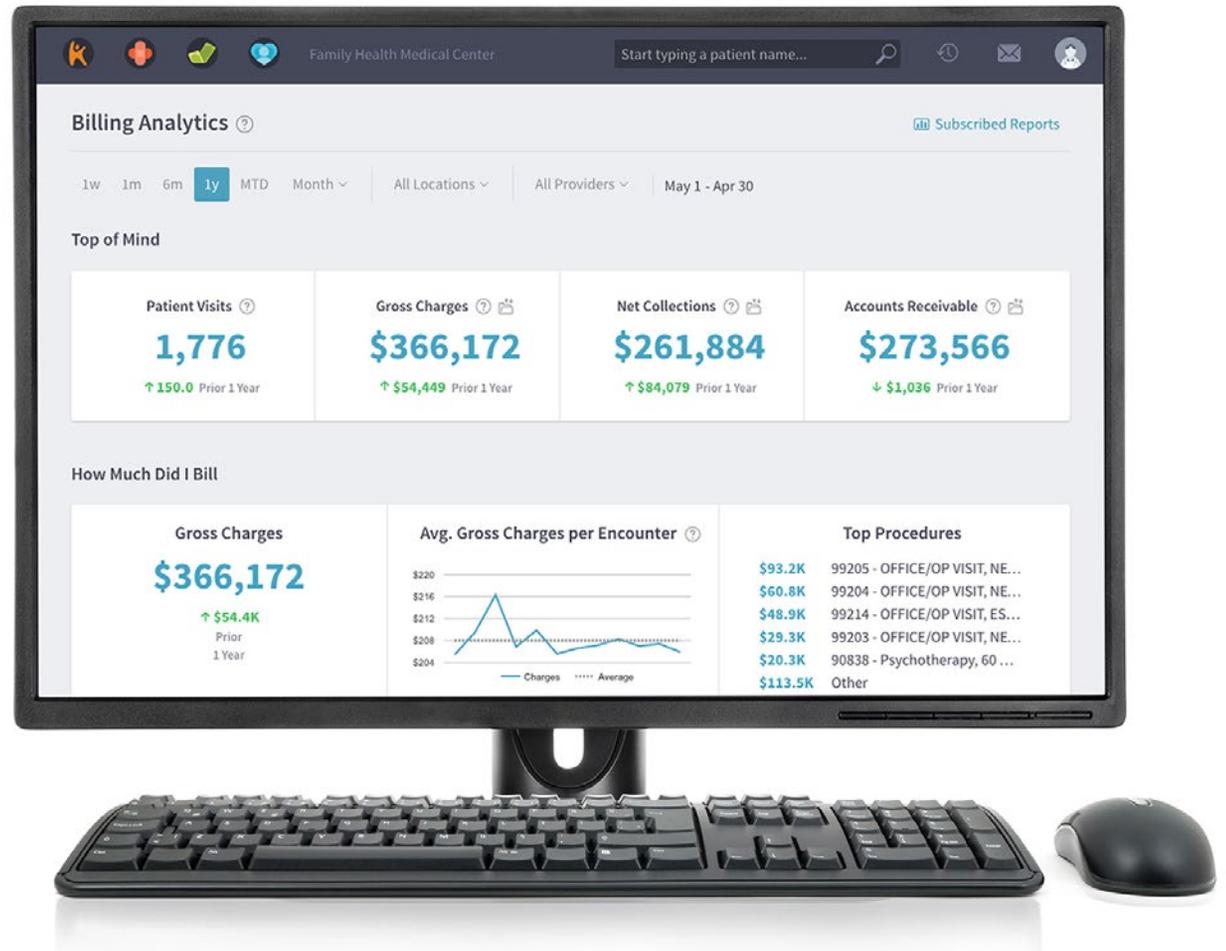
There's no better software to support your billing process. Our web and mobile applications help you easily manage patients and the complications that come with billing insurance.

It allows billers to use a robust desktop application that supports flexible workflows, A/R management, reporting and analytics. This gives you total visibility into your financial health.

### INCLUDED FUNCTIONS

- Charge Capture
- A/R Management
- Patient Collections
- Billing Analytics
- Calendar and Scheduling
- Secure Messaging
- Billing Task Management

 For a complete list of functions and features, see page 27



**Collect a payment**

**Courtney Overfelt**  
1212 3949  
3046 741 5137  
1353 Whitepine Pines Circle, Tallahassee, FL 32304

is the patient in front of you?  
Yes No What's this?

**Payment Amount** \$0.00 waiting to be applied  
**\$75.99**  
Enter the payment amount here

**Payment Method**

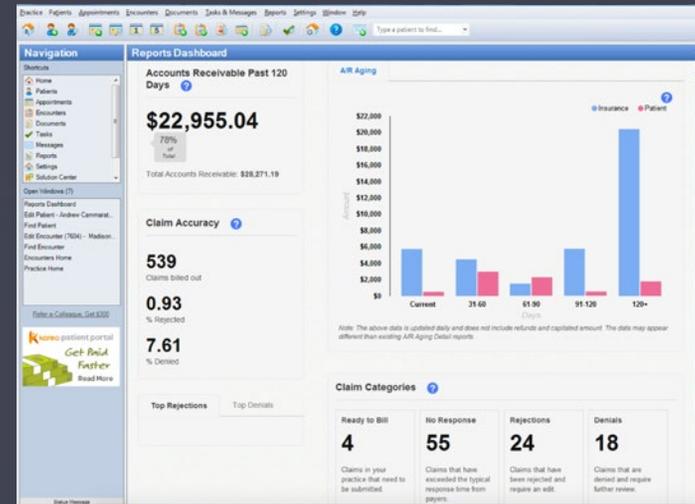
- Use New Credit Card
  - Name on Card
  - Card Number
  - Expiration Date
  - CCV
  - Save this card on file
- Cash
- Check

**Total Account Balance** \$75.99

**Finalize Payment** You will be able to review the payment before you submit.

“I don’t really know if my collections are good or bad.”

With Kareo, all of your billing is processed electronically, and you can see how you’re doing in real time with the reporting dashboard. As a result, you get paid faster and more accurately.



“Patient A/R is growing, and we need a better way to collect that money.”

Kareo offers end-to-end patient collections. The software includes the ability to verify eligibility at no extra cost, process credit cards and post those payments within Kareo, send electronic statements, and save credit cards on file.

“I need to help billers effectively manage their work flow and tasks”

Kareo provides a comprehensive dashboard that shows billers exactly what tasks need to be completed. Staff can set alerts for things like no-response claims to ensure nothing slips through, and you can collect every dollar.





## KAREO ENGAGE

Grow your practice and create a superior patient experience

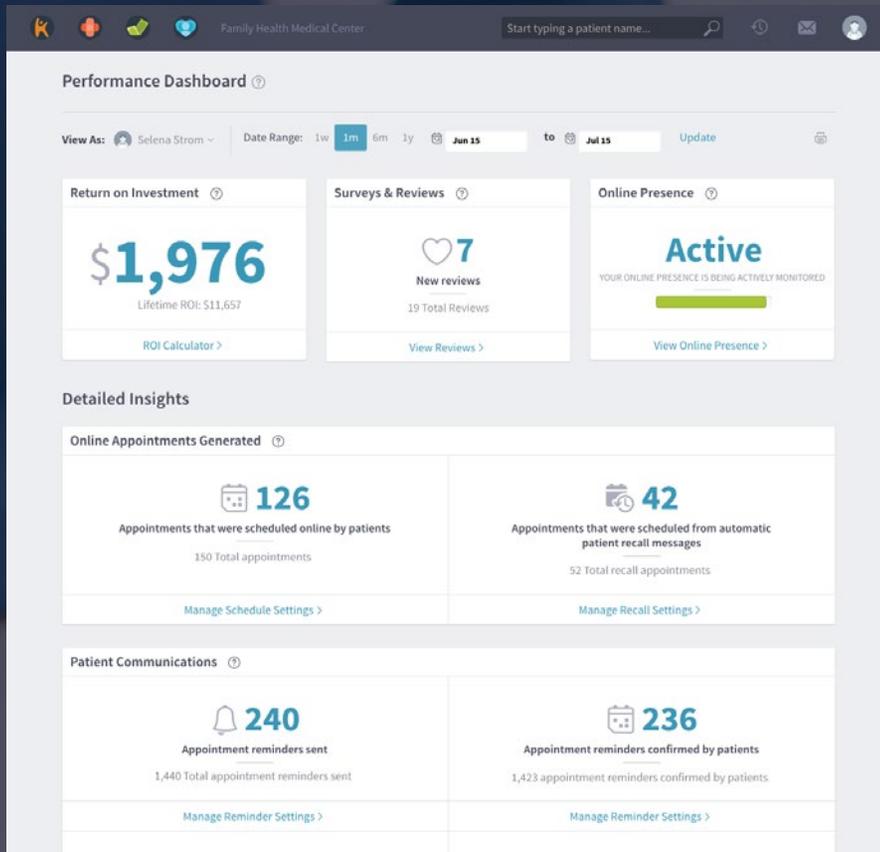
Patients are the lifeblood of your practice. To thrive in today's patient-centered market you need a holistic approach to how you deliver patient experience alongside patient care. Kareo Engage helps you create a superior end-to-end patient experience, from getting found online to re-care reminders.

### INCLUDED FUNCTIONS

- Online and Kiosk Patient Intake
- Automated Appointment Reminders
- Online Scheduling
- Reputation Management
- Patient Reviews
- Online Provider Profile
- Practice Analytics

➔ For a complete list of functions and features, see page 27





“I want to look good online.”

Kareo can help you update and manage online listings, increase search rankings with a free online provider profile, and drive positive patient reviews to multiple social media sites.

**Ryan Smith** | REQUEST APPOINTMENT

**Ryan Smith**  
Physical Therapy  
Smith Physical Therapy

*A healthy body and mind will give you a healthy life. I'll help you get there...*

★★★★★ 5 Total Reviews (Average rating of 5 / 5)

2014 Ginger Drive  
Suite 100  
Irvine, CA 92604

(850) 555-1111

**Smith Physical Therapy**

**Angela R.** | 1 month ago | 5 stars  
I was recommended here by Dan Johnson in Newport Beach. I was referred to Ryan Smith, an awesome human being! Being the first time I've been to Physical Therapy

**Kim R.** | 2 months ago | 5 stars  
These guys have been terrific! Mary Soto has helped me so much! She really knows his stuff and has helped me started to feel normal again. Tom has been great too!

**E. S.** | 3 months ago | 5 stars  
I originally met Ryan Smith to have him work on my lower back issue at her Costa Mesa location. He was able to find the origin of my pain to be an issue with my right

**Kyra S.** | 9 months ago | 5 stars

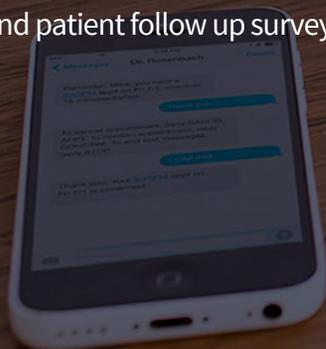
“I want to find more patients and keep the ones I have.”

Improve your online reputation and presence so more patients can find you. Then, use Kareo to keep them engaged with regular patient communications like re-care messages and satisfaction surveys.

Plus, with online patient intake, your patients will thank you for a stress-free check in process.

“I want to save time communicating with patients.”

You can simplify and automate many patient communications with tools like online scheduling and patient intake, bi-directional text and email reminders, and patient follow up surveys in Kareo Engage.





## KAREO MANAGED BILLING

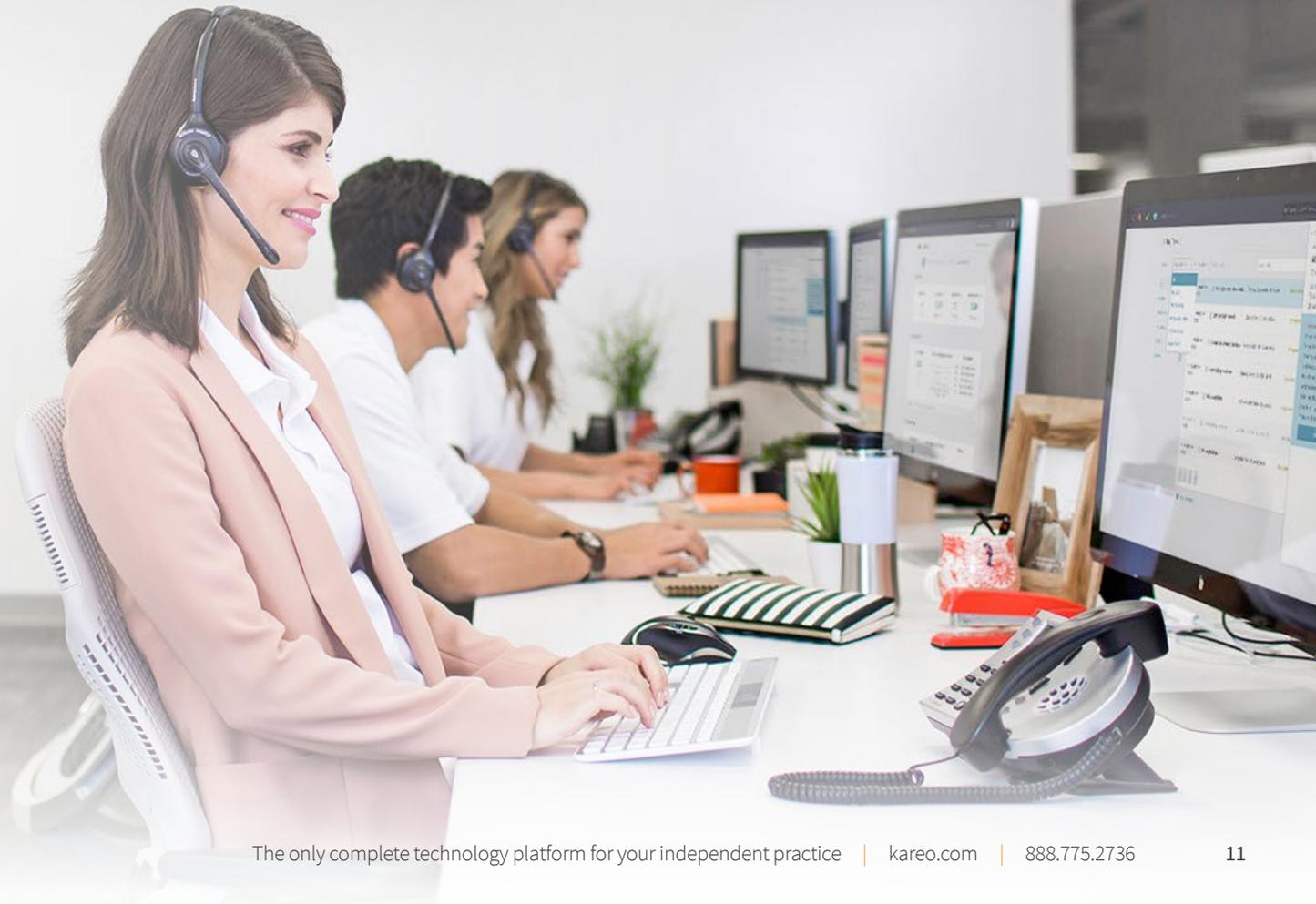
Focus on patients, leave the billing to us

With Kareo, you can run a more successful practice while focusing on the health and experience of your patients. Collect faster payments with the expert help you need to maintain the financial health of your practice. Our team of experts and helpful, guiding technology enables easier intake, more accurate coding, and faster turnaround time on collections.

### INCLUDED FUNCTIONS

- Expert Billing Team
- Real-Time Claims Tracking
- Patient Relations
- Billing Analytics
- Calendar and Scheduling
- Billing Task Management
- Secure Messaging

 For a complete list of functions and features, see page 27



“I don’t have time or the expertise to do in-house billing anymore.”

Kareo’s specialty-trained teams are led by advisors with an average of 10 years of experience in your specialty. We can start billing right away using best practices learned from working with practices just like yours.

**Billing Tasks**

Sort: Assigned to All | All Providers | Status: All

Category	Count
All	11
Codes	5
Documents	3
Encounters	2
Patients	1
Practice	0

**TASK DETAILS - #140592**

Due: 06/13/2016

**Missing Insurance Information**

In-Progress

Charles Tark  
Dr. Balazs Kocsi  
Date of Service 5/24/2016

**Task Instructions**

Insurance information is missing or incomplete. Enter the valid insurance information. To correct, select 'Start Task' and then, select 'Edit Charge' and enter the information in the 'Notes to Biller' section. Once complete, select 'Send to Biller' and then, select 'Save and Complete'. If you have questions, use the 'Notes to Biller' section in 'Edit Charge'.

**Continue Task**

**Charges**

Carrier: Details

Approved By Biller

Provider	Date	Details
Charles Tark	7/5	Terence Reyes Male, 714 Seen on 7/5 by Benjamin Grimmley at Family Health Medical Ce...
Beverly Saleh	7/5	DIAGNOSES 1 836.99 Other closed dislocation of knee
Terence Reyes	7/5/16	PROCEDURES 1 97110 Therapeutic proc, 1+ areas, each 15 min, therapeutic exercises 2 97035 Application, modality to 1+ areas; ultrasound, each 15 min
Mohammad O'Brien	7/5	NOTE TO BILLER No comments

**Billing Analytics**

Subscribed Reports

Top of Mind

Metric	Value
Patient Visits	1,776
Gross Charges	\$366,172
Net Collections	\$261,884
Accounts Receivable	\$273,566

How Much Did I Bill

Metric	Value
Gross Charges	\$366,172

How Much Did I Collect

Metric	Value
Net Collections	\$261,884

Insights about your net collections

Net collections by date

Net collections by provider

Net collections by location

Days to bill

Days to accounts receivable

“I need a billing team that has deep expertise to help me get paid quickly.”

Kareo’s team and technology are designed to put your practice on a path to success and ensure you get paid. Our expert team of billers will help establish clear best practices to maximize reimbursement.

# Kareo Platform Extensions

In addition to Kareo's award-winning modules, Kareo offers integrated products to further optimize your clinical, billing and patient engagement workflows.





### **KAREO ANALYTICS**

Kareo Analytics is a powerful business analytics engine that helps you improve your billing operations. With Kareo Analytics as part of your daily revenue cycle management workflow, you can move forward with confidence knowing that your time and resources are being fully optimized.



### **KAREO PATIENT PAYMENTS**

Kareo Patient Payments provides an end-to-end patient payments solution that yields higher revenue while maintaining a positive relationship with your patients.



### **KAREO TELEMEDICINE**

Kareo Telemedicine makes it easy to offer your patients secure video visits. Patients get added convenience and increased access to care. Practices receive full reimbursement through insurance at the same rate as an office visit.



### **KAREO PATIENT STATEMENTS**

As patient collections continues to increase as a portion of your practice's A/R, it's important to have the right tools to collect what you are owed. Accelerate your patient collections and save staff time with Kareo's patient statement mailing service.



## KAREO ANALYTICS

Insights that transform data into revenue generating opportunities

Efficiently accessing and interpreting revenue data can be frustrating. All too often, this involves manual data processing that's time consuming and error prone.

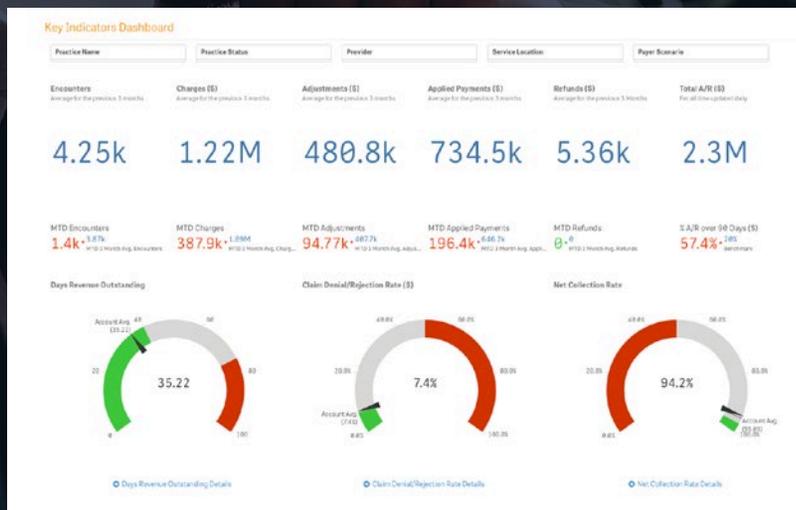
To effectively manage your bottom line, you need a powerful business analytics engine that aligns with your billing operations. Kareo Analytics helps you uncover the revenue opportunities that will provide the greatest contribution to your bottom line. With Kareo Analytics as part of your daily revenue cycle management workflow, you can move forward with confidence knowing that your time and resources are being fully optimized.

### INCLUDED FUNCTIONS

- Advanced Reporting and Dashboards
- Integrated View of all your Practices and Providers
- Customize Any Reports or Dashboard
- Quick and Responsive user experience
- In-App Definitions of formulas used
- In-App Data Dictionary for quick and confident changes
- Curate data stories for further conversations

 For a complete list of functions and features, see page 27





Display current performance of key indicators with benchmarks and averages built in for a seamless overview of business metrics.

Practice Name	MTD Encou...	Prev. 3 Month Avg. Encounte...	MTD Char...	Prev. 3 Month Avg. Charges	MTD Adjust...	Prev. 3 Month Avg. Adjustmen...
Practice #1	0	0.0	\$0.00	\$0.00	\$0.00	\$0.00
Practice #2	0	0.0	\$0.00	\$0.00	\$0.00	\$0.00
Practice #3	0	0.0	\$0.00	\$0.00	\$0.00	\$0.00
Practice #4	0	0.0	\$0.00	\$0.00	\$0.00	\$0.00
Practice #5	0	0.0	\$0.00	\$0.00	\$0.00	\$0.00
Practice #6	0	413.7	\$6,55...	\$103,447.00	\$335.00	\$56,961.44
Practice #7	0	213.7	\$0.00	\$58,453.33	\$7,544.89	\$48,226.05
Practice #8	0	463.7	\$0.00	\$331,571.00	\$3,673.88	\$183,653.46
Practice #9	0	239.3	\$80,9...	\$123,950.33	\$1,535.02	\$63,258.38

View all claim lines for the account, or by any of your selections from any other report for a detailed look behind the scenes.

Claim ID	Encounter ID	Encounter Status	Encounter Service Date	Procedure Code
49250	27273	Approved	5/9/2003	PRP
16773	8981	Approved	3/5/2007	1
11635	6172	Approved	4/16/2007	1
15003	7955	Approved	4/23/2007	1
16772	8980	Approved	9/21/2007	1
12496	6655	Approved	7/9/2008	1
27073	14742	Approved	8/18/2009	64413
13771	7311	Approved	10/20/2009	1
14653	7773	Approved	12/21/2009	Q9966
14652	7773	Approved	12/21/2009	99213

Pull up average encounters for the previous 3 months, MTD encounters, and a chart of encounters over time. Have data at your fingertips when and where you need it.



## KAREO TELEMEDICINE

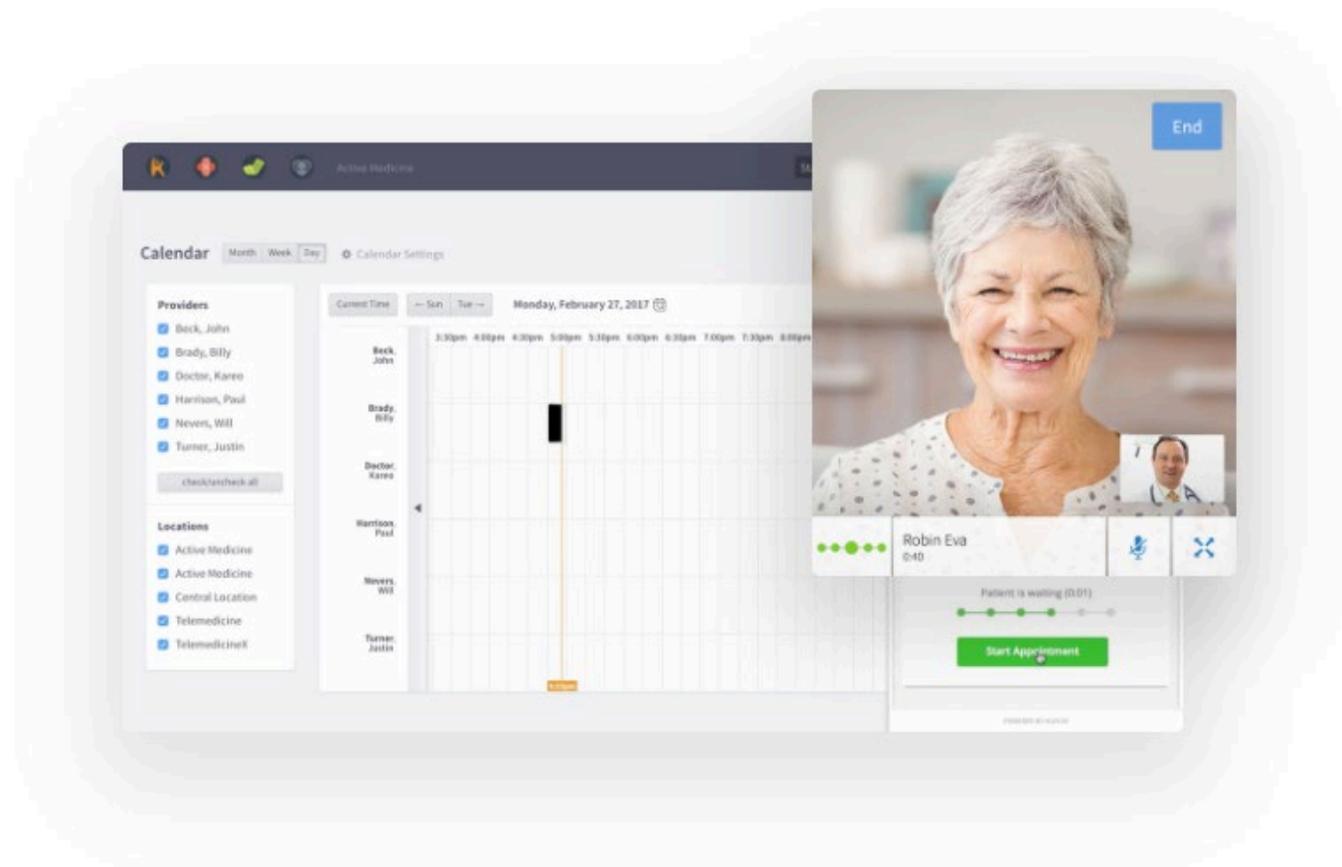
Make every moment matter using HIPAA-compliant video visits

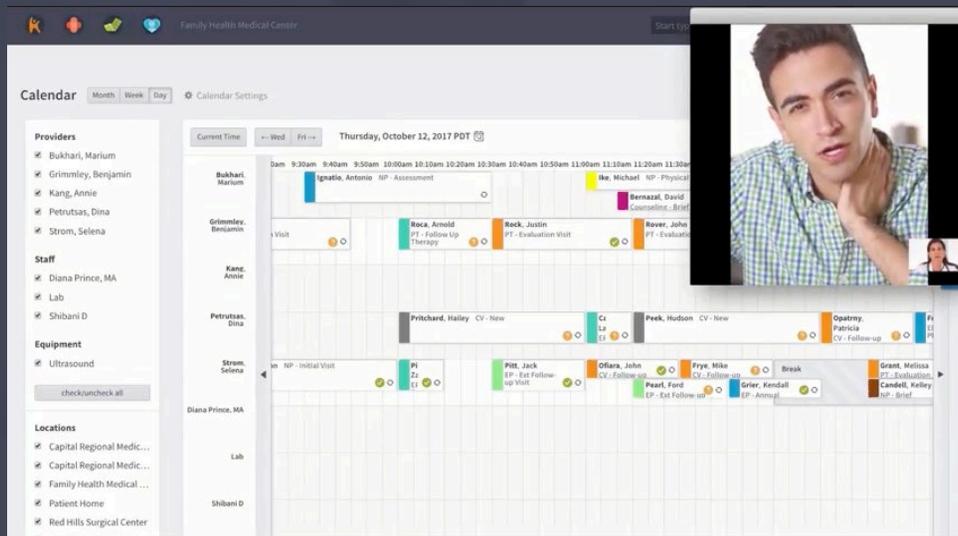
Kareo Telemedicine makes it easy to connect with patients for routine appointments from anywhere. Offer your patients added convenience and increased access to care with Kareo Telemedicine. And receive full reimbursement through insurance at the same rate as an office visit.

### INCLUDED FUNCTIONS

- Seamless integration with Kareo Clinical EHR using the regular workflow
- Reliable reimbursement system that earns an average of 10x the provider's cost per visit
- Per-usage pricing that means you only pay for what you use
- Patient and staff education to help facilitate the adoption of telemedicine
- Integrated credit card payments to streamline patient collections

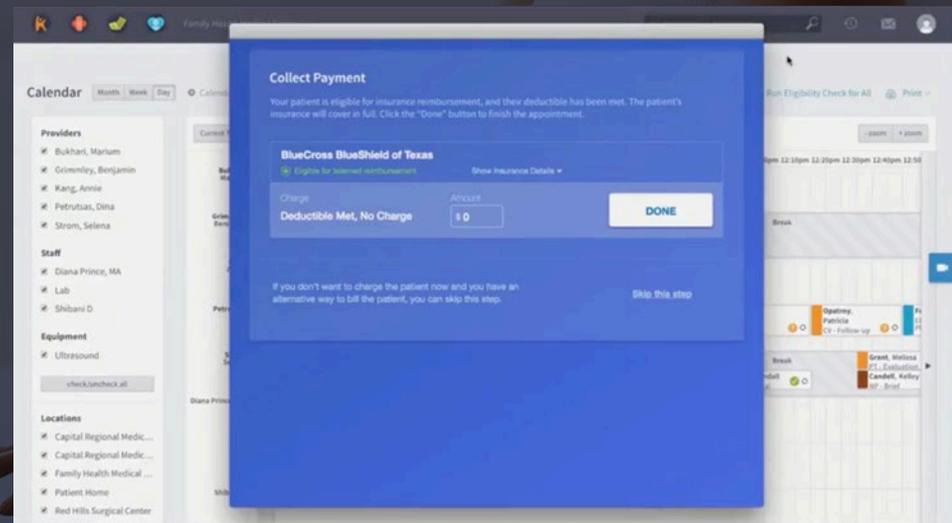
➔ *For a complete list of functions and features, see page 27*





With Kareo Telemedicine, you can connect with patients anywhere at anytime. It's simple, secure and streamlined—and fully reimbursed by private payers.

With seamless integration to the Kareo EHR and practice management software, you can bill like a regular office visit and get fully reimbursed by private payers.





## KAREO PATIENT PAYMENTS

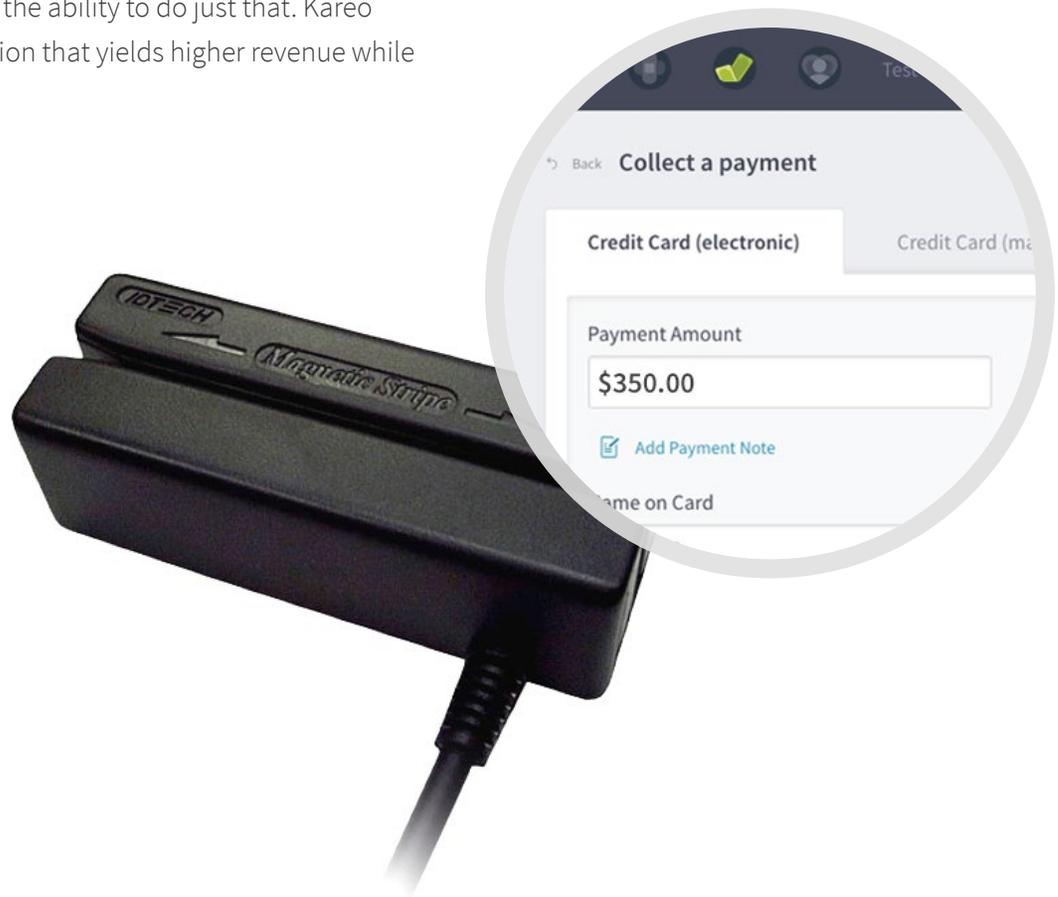
Optimize patient collections and increase revenue

The single most effective method of collecting patient responsibility is to collect at the time of service. Having an integrated self-pay solution in the front office gives you the ability to do just that. Kareo Patient Payments provides an end-to-end patient payments solution that yields higher revenue while maintaining a positive relationship with your patients.

### INCLUDED FUNCTIONS

- Simple, secure and integrated point of sale payments using the credit card swiper
- Seamless integration with Kareo Billing using your regular billing workflow
- Shorten your revenue cycle, just click and swipe to post a payment and record transactions immediately
- Store credit cards on file and easily capture patient balances for future visits
- Take payments anywhere, easily take payments in person, over the phone, and online

 For a complete list of functions and features, see page 27





The robust, cost-efficient, reliable and easy-to-use swiper technology enables medical groups to process patient payments more efficiently, provide enhanced payment flexibility to patients, and improve overall patient collections.

You can simplify your patient billing workflow by storing credit cards on file and easily capturing patient balances for future visits. This feature also helps minimize data entry, free up valuable front office staff and streamline future patient collections.

The screenshot shows a web application interface for collecting a payment. The page title is "Collect a payment" and it has tabs for "Credit Card (electronic)", "Credit Card (manual)", "Cash", and "Check". The "Credit Card (electronic)" tab is selected. The form contains the following fields and options:

- Payment Amount: \$350.00 (with a "Prepare Swiper" button)
- Add Payment Note
- Name on Card: Jane Doe
- Card Number: 4242-4242-4242-4242
- Expiration Date: 01 / 2020
- CVV: 000
- Save this card on file

At the bottom, there is a blue button labeled "Finalize Payment of \$10.00" and a note: "You will be able to review the payment before you submit. You can generate a standard or itemized receipt on the next screen."



## KAREO PATIENT STATEMENTS

Spend less time billing and increase patient collections

As the patient payments portion of your practice's collections continues to grow, it is crucial to collect what you're owed by patients. Accelerate your patient collections, save staff time and cut processing costs by using Kareo's patient statement mailing service.

### INCLUDED FUNCTIONS

- Automate patient statement delivery and reduce time spent managing patient statements
- Batch process the mailing of patient statements with a few mouse clicks
- Increase patient collections with patient statements that are designed to reduce patient confusion
- Move to a more effective patient statement designed to reduce confusion and improve your collections

➔ For a complete list of functions and features, see page 27

**Eastern Pain Medicine PC**  
66 MIDDLEBUSH RD STE G 101  
WAPPINGERS FALLS, NY 12950-4047

**William Fox**  
**A message from your practice:**  
This bill is for laboratory service requested by your physician. Payment in full is expected upon receipt of this invoice. This dunning message has a maximum limit of 200 characters (about 3 lines) and we don't truncate it.

Owed by you **\$135.00**

Payment Due immediately

**Pay by phone**  
1.800.726.9120

**Pay by mail**  
use coupon below

For Patient	William Fox
Statment Date	08/07/2016
Account No.	125 8392 9238
Account Status	PAYMENT DUE

**Explanation of your bill**

Cost of services		Insurance paid		Previously paid		Adjusted Amount		
\$2,500.00	-	\$1,000.00	-	\$40.00	-	\$45.00	=	Owed by you <b>\$135.00</b>
		Amount Insurance paid after deductibles and Co-pay		Co-pay or previous payments by you		Reduction in your balance due to billing agreements between your doctor and your insurance		

Detailed summary of services on back ➔

# The Anatomy of an Intuitive Patient Statement

Move to a more effective patient statement designed to reduce confusion and improve your collections.

- 1 Clear amount owed**  
Patient total is derived from the sum of all encounters included in the current statement.
- 2 Friendly instructional message**  
Configure your custom message in Kareo Billing.
- 3 Convenient payment options**  
Set up online payments to have the Pay Online option prominently featured in your statements.
- 4 Intuitive explanation of bill at-a-glance**  
Patients can see cost of services, insurance paid, previously paid (by patient) and adjusted amount.
- 5 Quickly get questions answered**  
Set up custom practice contact methods.
- 6 Clear credit card options**  
Set credit cards accepted for pay by mail.

**Eastern Pain Medicine PC**  
66 MIDDLEBUSH RD STE G 101  
WAPPINGERS FALLS, NY 12950-4047

**1** Owed by you \$135.00

Payment Due immediately

**William Fox**

**A message from your practice:**

**2** This bill is for laboratory service requested by your physician. Payment in full is expected upon receipt of this invoice. This dunning message has a maximum limit of 200 characters (about 3 lines) and we don't truncate it.

**3** **Pay Online**  
portal.kareo.com/code  
Use code: 123-2324-1245

**Pay by phone**  
1.800.726.9120

**Pay by mail**  
use coupon below

**For Patient** William Fox  
**Statment Date** 08/07/2016  
**Account No.** 125 8392 9238  
**Account Status** PAYMENT DUE

**4** **Explanation of your bill**

Cost of services		Insurance paid		Previously paid		Adjusted Amount		
\$2,500.00	-	\$1,000.00	-	\$40.00	-	\$45.00	=	Owed by you <b>\$135.00</b>
		Amount insurance paid after deductibles and Co-pay		Co-pay or previous payments by you		Reduction in your balance due to billing agreements between your doctor and your insurance		

Detailed summary of services on back [▶](#)

**5** **Questions about your bill?**  
Call (123) 123-1234 ext. 1234 Office Hours: M-F, 9AM-5PM PST • Email: contact@easternpain.com

Detach this coupon and return with your payment.

**Eastern Pain Medicine PC**  
66 MIDDLEBUSH RD STE G 101  
WAPPINGERS FALLS, NY 12950-4047

Check if address/insurance changes are on back.

WILLIAM FOX  
123 MAIN STREET  
ANYTOWN, NY 12345-1234

**6** **IF PAYING BY CREDIT/DEBIT CARD**

VISA  MASTERCARD  AMERICAN EXPRESS

CARD NUMBER \_\_\_\_\_ SECURITY CODE \_\_\_\_\_ EXP DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

STATEMENT DATE	ACCOUNT NO.	DUE DATE
08/07/2016	125 8392 9238	Immediately
PAY THIS AMOUNT		SHOW AMOUNT PAID HERE
\$135.00		

PLEASE MAKE CHECKS PAYABLE TO:

EASTERN PAIN MEDICINE PC  
66 MIDDLEBUSH RD STE G101  
WAPPINGERS FALLS, NY 125904047

The only complete technology platform for your independent practice | kareo.com | 888.775.2736

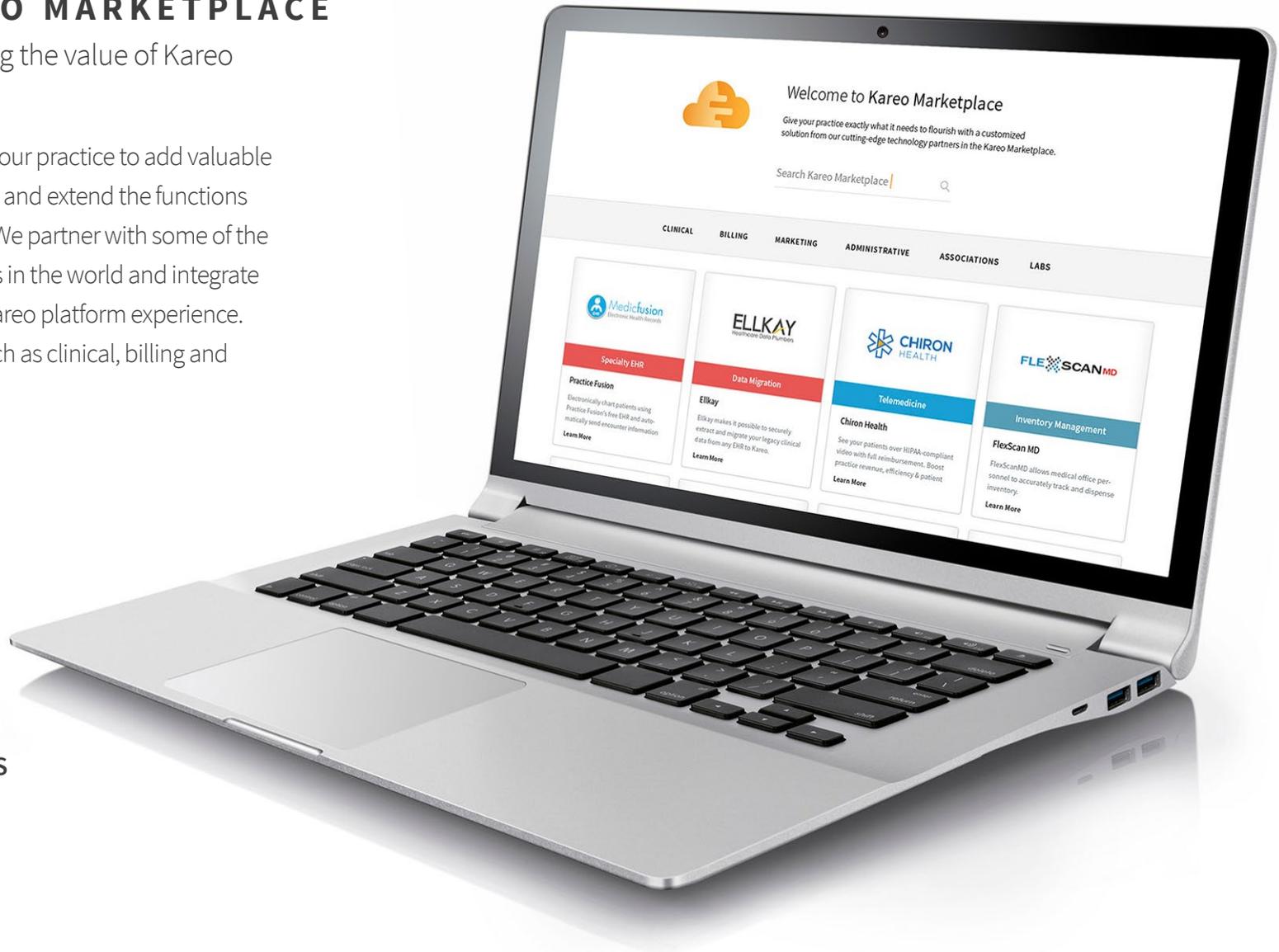
22



## KAREO MARKETPLACE

Extending the value of Kareo

Kareo Marketplace allows your practice to add valuable technology to complement and extend the functions already available in Kareo. We partner with some of the most innovative companies in the world and integrate these functions into your Kareo platform experience. These include functions such as clinical, billing and business management.



### INCLUDED FUNCTIONS

- Clinical
- Billing
- Business Management

 For a complete list of functions and features, see page 27

# Our Marketplace Partners

Kareo partners with innovative companies to extend the value of our platform.  
The result is a seamless and fully integrated system to help you succeed.

## Clinical

- Specialized note types
- Telemedicine
- Digital imaging

*Clinical partners include:*



## Billing

- Credit card payments
- Claim acceptance
- Workers compensation

*Billing partners include:*



## Business Management

- Improve interoperability
- Manage practice inventory
- Back-up and store data

*Business Management partners include:*



For a complete list of available partners in Kareo Marketplace, visit: <http://kareo.com/marketplace>



## HAVE PRESCRIPTIONS READY TO GO

Electronic prescriptions reduce errors and ensure that medications are ready to pick up. So it's no wonder 92% of patients like the use of ePrescribing.



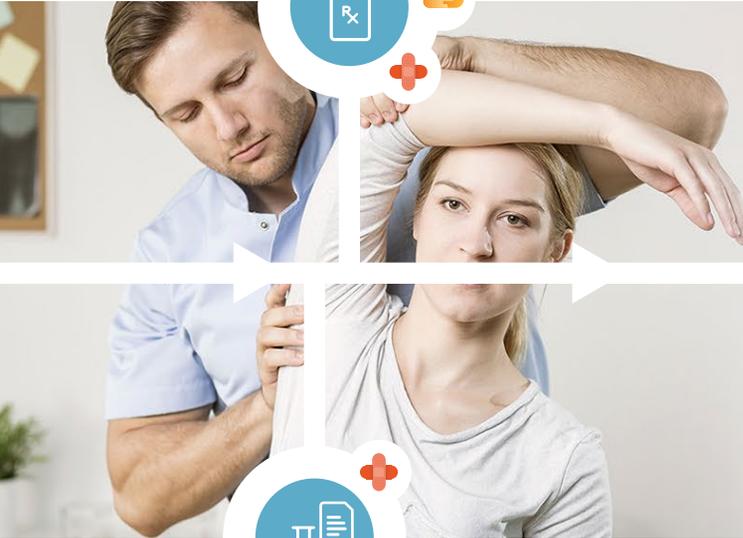
## PAY BILLS ONLINE

Make it easy for patients to pay their bills by sending an electronic statement as soon as possible and offering a link to pay bills online.



## STAY IN TOUCH

Patients want regular communication from you through email, text, and social media. You can also send a newsletter, blog, and share helpful posts on Facebook.



## EASY ACCESS TO TEST RESULTS

Two-thirds of patients say a patient portal makes them more loyal to their provider. This offers easy access to lab results, medical records, and secure communications.

## ASK FOR FEEDBACK

Patients want follow-up communications from providers and, as a result, rate their satisfaction significantly higher. Send a follow-up survey to patients asking for feedback.

## SEND HELPFUL RE-CARE MESSAGES

Patients want to stay healthy and now you can help make that easier. Use re-care messages to remind patients to come in for timely care and follow ups.

# Platform Functions

Purchase Kareo Billing or Kareo Clinical EHR and receive the following platform features at no additional charge:



## ONLINE PROVIDER PROFILE

Establish a strong online presence with your Kareo provider profile. The profile is the easiest way to improve your Google search results and will help funnel patients to your practice.



## PATIENT REGISTRATION

Make it easy for new patients to find and deliver completed registration paperwork. You can provide patients with immediate access to these forms, claiming back time for your front office staff.



## SCHEDULING AND CALENDAR

Office staff can now schedule smarter. Set up and personalize your schedule, create scheduling rules, and track productivity. You can manage across the web, iPhone, iPad and Apple Watch.



## APPOINTMENT REMINDERS

Reduce lost revenue from open schedule slots and costly patient no-shows using text, email and voice reminders. With Kareo, you can avoid reduced revenue, wasted front office resources while delivering better patient care and outcomes.



## PATIENT PAYMENTS

Allow your patients to pay their bill online with secure credit card processing. You can also collect patient balances and co-pays in the office at the time of service by capturing credit card information up front through convenient and reliable swiper technology.

\* Additional fee for swiper hardware and credit card processing.



## CRITICAL TASKS FOR STAFF

Get full visibility and streamline your day by managing your tasks in one, easy-to-use inbox. It couldn't be simpler! And with Kareo Mobile you can also complete tasks while on the go.



## SECURE MESSAGING

Save time and track secure messages within your practice. Our built-in messaging allows you to communicate with your biller, patients and staff. And, it's HIPAA compliant giving you peace of mind.



## REPORTS AND DASHBOARDS

Know where your practice stands and get a clear picture of your performance through built-in reporting. Kareo also offers easy to read dashboards, providing updates at a glance.

# Module Features

Below are the core functions and features for each module.



## Patient Charting

- Easy note creation
- Over a dozen note types
- Use templates and text shortcuts
- Customize to your specialty
- Lab and vital trend flowsheets

## Certified ePrescribing

- Improve prescription accuracy
- Easily create drug favorites
- Look up pharmacies
- Create right from your patient's chart

## Comprehensive Labs and Imaging Workflow

- Assign lab and study orders
- Submit labs electronically
- Save frequently used tests
- Share results with patients

## Electronic Superbills

- See your frequent codes
- Drag and drop
- Make notes and comments
- Track status and easily send superbills

## Custom Mobile Apps

- See your calendar
- Easily write prescriptions
- Access labs and test results
- Send secure messages



## Charge Capture

- Enter charges
- Capture charges
- Set up common codes
- Improve claim accuracy

## A/R Management

- Submit insurance claims online
- Scrub claims
- Receive electronic payments
- Resolve billing issues

## Billing and Patient Collections

- Track collection status
- Use credit card on file
- Process batch patient statements
- View collection summaries
- Collect payment at point of service

## Billing Analytics and Performance Reporting

- Understand practice financials
- Measure performance
- Customize reports
- Maintain steady cash flow



## Online Scheduling

- Book appointments online
- Send automated reminders
- Fill "open" or "cancelled" appointment slots
- Free up front office staff

## Reputation Management

- Send patient surveys
- Share reviews on social media
- Increase search engine traffic
- Monitor online reviews

## Patient Communications

- Send appointment reminders
- Send re-care reminders
- Share important news with patients

## Practice Analytics

- Calculate activity value
- Track patient reviews
- Know your online reputation
- Track key statistics

## Online Patient Intake

- Reduce paper usage and manual transcribing
- Improve office efficiency
- Increase patient satisfaction
- Digital consent and medical intake forms
- Seamless in-office intake with Kareo Kiosk



## Expert Billing Team

- Uses best practice approach
- Has specialty training
- Automates claims with billing rules
- Tracks claims in real time
- Handles denials and rejections
- Manages patient collections
- Communicates via secure messaging

## Charge Entry

- Save favorite codes
- Use charge capture
- Access through web
- Use built-in rules engine

## Patient Relations

- Customize schedule
- Send appointment reminders
- Use patient portal
- Enable patient payments

## Billing Analytics

- Filter billing metrics and graphs
- Scan your top level financials
- Drill into collection details
- Get real-time insights



## Clinical

- Get a broad set of specialized note types
- Adopt telemedicine
- Digital imaging
- Get lab Integrations

## Billing

- Process credit card payments
- Improve acceptance of claims
- Handle workers comp needs
- Better access to payer networks
- Automate billing process

## Business Management

- Improve interoperability
- Manage practice inventory
- Attract new patients
- Connect with new patients
- Back-up and store data

Check out the features and benefits for Kareo's platform extensions to further optimize your existing clinical, billing and patient engagement workflows.

## **KAREO ANALYTICS**

### Advanced Reporting and Dashboards

- Robust out of the box reports and dashboards
- Customize standard reports or create new reports and dashboards
- Key Indicator Analysis
- Procedure Code Analysis
- Year over Year Analysis

### Integrated View of All Your Practices and Providers

- All KIDs, practices, and providers at your fingertips for discovery and analysis
- User experience is quick and responsive
- Easy to uncover revenue opportunities

### In-App Data Dictionary

- Built in dimensions, measures, and charts
- Drag and Drop capability
- Transparency into formulas

### Curate Data Stories

- Snapshot any chart or table
- Drop live reports into an in-app presentation
- Facilitate the sharing of information

## **KAREO TELEMEDICINE**

### Why Offer Video Visits?

- Increase staff efficiency
- Improved patient outcomes
- More satisfied customers
- Scheduling flexibility
- Fewer no-shows
- Generate incremental revenue

### Seamless Integration With The Kareo Platform

- Easy scheduling
- Telemedicine eligibility verification
- Streamlined workflow

### Satisfying Patient Experience

- Convenient mobile app
- Helpful patient communications
- Online appointment requests

## **KAREO PATIENT PAYMENTS**

### Streamline Your Workflow

- Simple, secure and integrated point of sale payments
- Streamline the patient self-pay process
- Settle bills quickly and accurately
- Electronically verify insurance eligibility

### Collect More, Faster

- Maximize up-front collections
- Reduce collection costs
- Have patients pay on time and in-full
- Take payments in person, over the phone, and online

### Future Proof Your Patient Collections

- Upload and save credit cards
- Capture billing contact information

## **KAREO PATIENT STATEMENTS**

### Improve Productivity

- Reduce time spent managing patient statements
- Automate patient statements delivery
- Easily batch process patient statements with a few mouse clicks

### Get Paid More, Faster

- Increase patient collections
- Reduce patient confusion
- Clearly present payment options
- Show amounts paid and outstanding

### Reduce Customer Confusion

- Clearly present patient totals
- Configure your custom instructional messages
- Prominently featured "Pay Online" option
- Clear presentation of cost of services, insurance paid, previously paid (by patient) and adjusted amount



