



One Call Medical Launches Newly Redesigned Online Customer Center

Enhanced 24/7 Web-based Access and Capabilities Enable Customers to Streamline Diagnostic Imaging Claims—from Referral to Medical Report

Parsippany, NJ - One Call Medical (OCM), the nation's premiere leader in advanced diagnostic imaging, today announced the launch of its newly redesigned online Customer Center. With many upgraded features and an enhanced user-friendly "look and feel," the OCM Customer Center will enable clients to manage diagnostic radiology and neurodiagnostic claims with greater speed, efficiency, and accuracy.

"Our Customer Center has always provided clients with 24/7 online access to request diagnostic referrals, review claims status, and receive medical reports," said Don Duford, President of One Call Medical. "The redesign is in direct response to customer feedback, and our effort to continually improve and streamline our processes. We've leveraged the latest web-based capabilities, so clients can obtain the information they need—when they need it—and in a secure data environment. These customer-focused enhancements exemplify our ongoing Commitment to Excellence."

From www.onecallmedical.com homepage, current clients can log onto the OCM Customer Center, which provides the following enhanced features and benefits:

- **Diagnostic Imaging Claims Management.** The OCM Customer Center facilitates and streamlines the complete diagnostic imaging claims management lifecycle—from referral to medical report. Users now have improved claims "search" capabilities, as well as an enhanced level of claims detail and status at their fingertips.
- **Diagnostic e-Referrals.** The Customer Center offers a state-of-art electronic referral (e-Referral) process to quality diagnostic imaging centers. Many of the referral fields are auto-populated with data for ease-of-use and optimal efficiency. Once referrals are submitted, Care Coordinators leverage OCM's Accelerated Scheduling System to achieve a high level of same-day scheduling of diagnostic imaging services. Currently, up to 90 percent of tests are scheduled within 24 hours.
- **Medical Reports.** OCM provides medical reports within one to three business days of a diagnostic test. The Customer Center supports this rapid turnaround and provides access to reports. Users can log on to view and download reports, designating their preferred report format (TIFF or PDF).
- **User-Focused Approach.** The Customer Center features highly customizable options to meet users' specific needs. From the site, they can update information through user account management, or sign up for electronic response (e-Response) to receive e-

Referral and e-Appointment notifications via email, and e-Medical Reports via email or fax. From the Customer Center, users may opt out, designate, or change communication preferences. In addition, user "help" features are offered throughout the Customer Center, and links are provided to gather ongoing user feedback.

"Today, claims managers, adjusters, and nurse case managers face critical challenges in regards to managing workload and productivity," said Duford. "Our aim is offer the services and tools to not only control diagnostic radiology imaging costs and quality, but to also enable our customers to offload the administrative burdens of managing their diagnostic imaging claims."

For more information on One Call Medical visit <http://www.onecallmedical.com>
OR contact Bill Colacurcio at (973) 316-3718, bill_colacurcio@onecallmedical.com

About One Call Medical, Inc.

One Call Medical, Inc. (OCM), the leading specialized Preferred Provider Organization, offers a nationwide network of fully credentialed high quality facilities and reduced cost for radiology and neurodiagnostic services. One Call Medical's network includes coverage in all major metropolitan areas across all 50 states. OCM customers realize significant cost savings, receive exceptional scheduling and medical report turnaround services and are confident in knowing that their patients obtain the best quality diagnostic testing in credentialed facilities. OCM's customers include the nation's leading Workers' Compensation and Group Health insurers, third-party administrators, as well as self-insured employers. More information about One Call Medical can be found at www.onecallmedical.com.

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