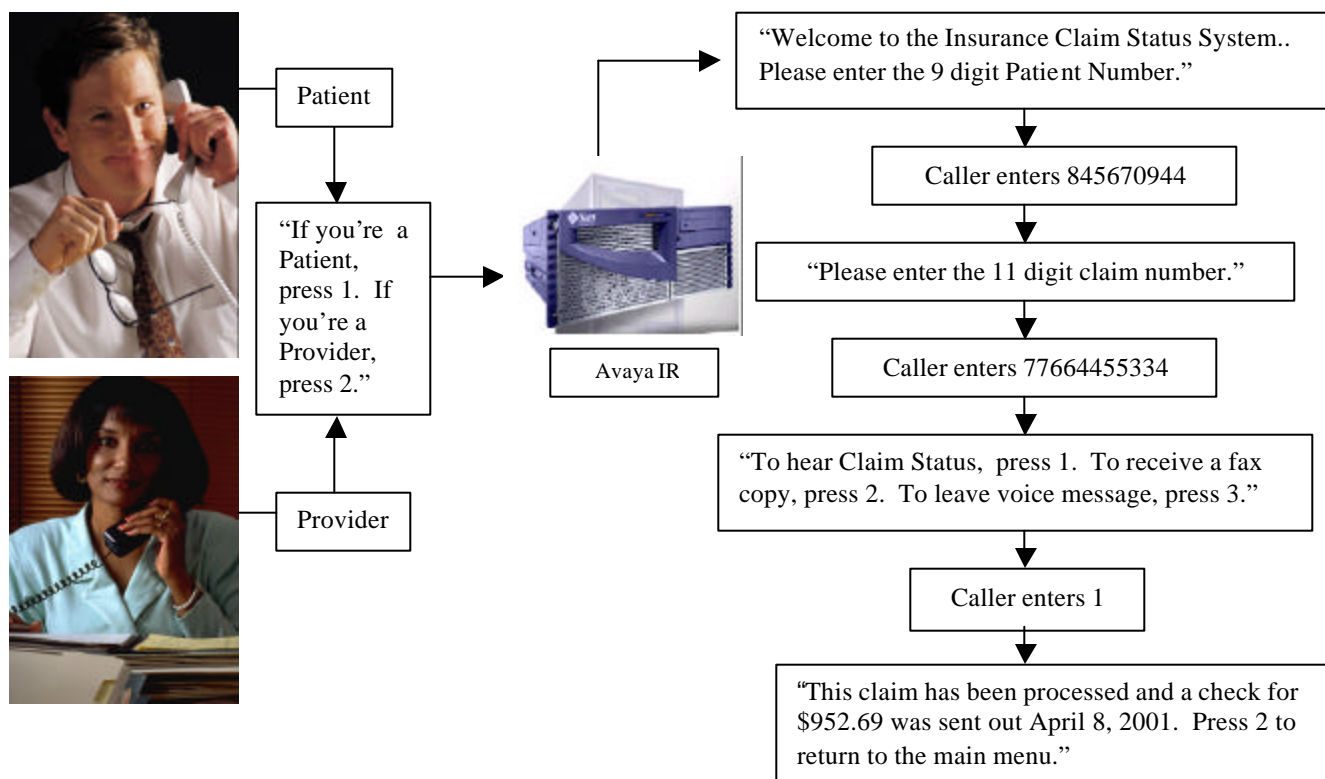


**THE AVAYA IR INTERACTIVE VOICE RESPONSE
SYSTEM WITH AMERICA'S HEALTHCARE
SOLUTION SOFTWARE FROM ACCUVOICE INC.**

Insurance Claim Status

“How can our clients inquire about claims without overburdening our staff?”

The Insurance Claim Status Line by Accuvoice Inc. allows Insurance Company patients or Health Care providers to verify a patient's current claim status, using a touch-tone telephone, 24 hours a day, 7 days a week.



- Application Administration**
- Administered by a touch-tone telephone
- Options**
- Transfer during business hours to the billing department
 - Fax copy of the statement
 - Text to Speech
 - Voice Mail

- Benefits**
- Reduction in need for Insurance Companies employees to handle routine request
 - Able to retrieve information quickly, 24 hours per day, 7 days per week
 - Ensures accuracy and completeness of information given to callers
 - Lower cost to service patient accounts