

Christine Tichenor  
ProviderLink, Inc.  
[ctichenor@providerlink.com](mailto:ctichenor@providerlink.com)  
[www.providerlink.com](http://www.providerlink.com)  
**919-465-1855 ext. 159**

**For Immediate Release**

**Louisiana Nursing Home Chain Improves Communication Exchange with Government Payor through ProviderLink™ Internet-based Technology**

Cary, North Carolina, August 24, 2005 - ProviderLink, a healthcare communications and technology company dedicated to helping clients build results driven online communities, announced today the successful implementation of its Internet-based communication platform for Central Management, owner of 17 nursing facilities throughout Louisiana. The new communication system improves the information exchange process between Central Management's facilities and the government payor by managing all communication transports through a single interface.

Central Management has three nursing home facilities taking part in this innovative project: Forest Haven, Plantation Manor and Autumn Leaves Nursing and Rehabilitation. By using ProviderLink's online form designer and publisher, these facilities have converted paper-based forms to an online environment. Communications between Central Management and the government payor are now taking place through a single interface on a secure, HIPAA compliant online platform.

Central Management expects to see an improvement in revenue cycle management and increased patient satisfaction. Jamie Shelton, Chief Operations Officer at Central Management, states, "Our nursing home staff can now directly communicate with the government payor in reference to certification forms, reimbursement forms and claims attachments. Approval from the payor was taking three weeks and now it is being received within hours. Central Management is better positioned to expedite payment receipts." Central Management has realized immediate operation improvement benefits as well. Since all communications take place on a single interface with an audit trail Central Management's staff interchangeability has improved. If staff members are unexpectedly out of office, other employees can quickly go to one information resource, bring themselves up to speed and successfully continue the workflow.

David Gardner, CEO of ProviderLink stated, "Our Internet-based technology and communication platform lays the foundation for improved information exchange between healthcare providers, payors and other healthcare focused organizations. We are pleased that Central Management Services has chosen and implemented ProviderLink as their technology partner to realize these operations improvements."

Phase two of the project involves the roll out of ProviderLink to several Louisiana based hospitals and additional state-wide nursing homes which will expand the online community.

## **About ProviderLink -**

ProviderLink is an I.T. communications company providing an innovative technology and methodology to successfully create online healthcare communities and information exchange initiatives. Using ProviderLink's Internet-based tools clients are empowered to manage all of their communication transports such as fax, EDI, forms, web portals and paper communications through a single interface, work flow and patient-centric audit trail. Customers include major hospitals, post-acute care facilities, medical equipment companies, physician practices, private payors, Medicaid programs and RHIO initiatives. ProviderLink combines practical, non-invasive and cost-effective Internet-based technology and consulting services to help clients implement best practices around their communication work flows. Most important, ProviderLink empowers its customers with both the vision and tools they need to drive provider adoption of online communications while creating a smooth migration path to automating information exchanges with all of their communication partners. Contact ProviderLink at [www.providerlink.com](http://www.providerlink.com) or 919.465.1855.

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