

## Frequently Asked Questions: About AGS Health

- How did we select AGS Health?  
We conducted a significant evaluation of the highest quality Revenue Cycle companies in the industry, which included on-site visits. We selected AGS based on their dedicated approach and excellence in Revenue Cycle operations, their commitment to technology, their overall organization and management structure, their existing portfolio of high-quality healthcare customers, and their company culture and commitment to their communities.
- Does AGS specialize in healthcare and/or revenue cycle management?  
Yes. AGS is solely focused on Revenue Cycle management in the healthcare space.
- Do the AGS funding team members have any formal education?  
Yes, all AGS employees are college graduates.
- How are we training the AGS funding team members?  
Initially, NSM is providing on-site training and has created step-by-step, detailed job aids. We are training our initial teammates as well as the leaders, coaches, trainers, and auditors. As we continue the transition, AGS will have a robust training program that includes coaching and 100% audit post-training. AGS also maintains an additional 10% fully trained staffing buffer to ensure continuous excellence.
- Does AGS have advanced technology to help NSM decrease errors and increase productivity?  
Yes. AGS has a robust productivity and audit workflow system. In addition, AGS will be supporting NSM with implementation of robotic process automation, AI, and additional industry available tools that we have not previously had available. These improvements will come later once the transition is complete.

## Frequently Asked Questions: NSM vs. AGS Funding Roles & Responsibilities

- Do you have job descriptions and titles for the AGS and NSM funding team members?  
Yes, we have provided job descriptions and titles to both the AGS Funding team and all remaining NSM Funding team members. The NSM Funding team will be informed of their new job title and description as part of the transition plan. For more information visit WNSM.
- Are there any states where we can't engage AGS to handle funding due to state policy/laws?  
There are some limitations by Payers within certain States. In those instances, NSM will continue to handle the full Funding process where required.
- Who would an ATP contact when there is a submission that needs to be processed and submitted asap?  
NSM Funding Specialist.
- What additional work will the current NSM Funding Specialist take on with a large portion of their job transitioning to AGS?  
Once the NSM Funding Specialist's caseload transitions to AGS, the NSM Funding Specialist will have the capacity to support additional ATPs. The NSM Funding Specialist will be focused on documentation collection, all internal and external customer Funding communication, and funding action required tasks. In addition, the NSM Funding Specialist will be responsible for the entire funding process for any restricted payers in their caseloads.

## Frequently Asked Questions: Funding Process

- Do you have documentation on how the process will work when there are no exceptions?  
Yes – all ATPs and NSM Funding employees will take part in a new training course that explains the new process. You can also find the Funding workflow on WNSM.
- Do you have documentation on how the process will work when there are exceptions?  
Yes, this information is available in the detailed workflow on WNSM and within the Funding at NSM training.
- Will we become better at coding and catching errors with this new process?  
Yes. Coding will become its own department with dedicated training. Coders will be assigned to specific Payers and will become Payer experts. Quality audits will be implemented to constantly measure quality of coding.
- What is the quality control process?  
There will be a dedicated quality control department that audits areas of frequent error. All teammates start with 100% audit and no teammate is audited less than 5%.
- What is the plan to sustain productivity through the transition?  
The ramp up process provides overlap of NSM and AGS staffing to allow for lower productivity levels and attrition. Daily productivity and outcomes will be monitored closely. We are working on the best possible transition plan, but some short-term slow-down should be anticipated as part of the process.
- Will the NSM Funding Specialist catch things like incorrectly coded items, coordination of benefits or out of pockets costs that were not calculated correctly?  
The NSM Funding Specialist will not be responsible for auditing the functions of our AGS teammates. Both AGS and NSM will have Quality Auditors in place to ensure a high level of accuracy by both teams and provide information to our training teams for ongoing education.
- Who is going to be conveying out-of-pocket to our customers, including situations where we get a partial approval back and the ATP needs to decide about substituting a product.  
All communication with our clients, ATPs, physicians, and therapists will be the responsibility of the NSM Funding Specialist. Whenever there is a change identified by the AGS Funding team, they will enter a Funding Action Required task back to the NSM Funding Specialist to have any additional conversations with the client or applicable person.
- Is AGS running updates related to eligibility from time of prior authorization approval to actual delivery verification?  
Yes. Eligibility and Benefits will be checked during Coding & Pricing, prior to submission to each payer, at time of PPQA and at Delivery Verification.
- How will AGS be notified if a client's insurance changes over the course of the order process?  
This will be identified during the Eligibility and Benefits checks throughout the work order. If the client calls NSM and notifies us of a change, the work order will be updated

and noted and the order will populate to the appropriate queue to be re-worked. In the event AGS identifies that an insurance is no longer active they will generate a Funding Action Required task to notify the NSM Funding Specialist to contact the client for updated insurance information.

- Will AGS walk a customer through the appeal process, or will they just create a note in our system stating, “Please refer to your denial documentation that was sent to your mail from your insurance payer” and then the NSM Funding Specialist will have to relay to customer?  
All communication with our clients will be handled by the NSM Funding Specialist. In the event of a deferral or denial, the NSM Funding Specialist will discuss the details and process with the client directly.
- How should ATPs work with their NSM Funding Specialist and AGS in situations where a last-minute delivery verification is needed?  
The ATP should reach out to their assigned NSM Funding Specialist to complete the delivery verification process in scenarios where the order is scheduled in the same day as the expected delivery.
- How will CE'ing (credit exception) an order work?  
All Credit Exceptions will be reviewed and approved by NSM leadership. If an ATP would like an order reviewed for a CE, it should be sent to the NSM Funding Specialist to review, and the NSM Funding Specialist will submit the request to the appropriate leader per the CE policy.
- How will communication work when the purchasing team finds an issue when they go to release PO?  
If there is a funding related question or issue, the NSM purchasing team will communicate directly with the NSM Funding Specialist. If there is a non-funding related question or issue, the NSM purchasing team will notify the appropriate ATP or branch teammate. As an important note, the PPQA process cannot be utilized as an avenue to address product or purchasing needs. PPQA is intended for a Funding review only.
- NSM has historically been very hands on with the funding process. Feedback from customers has always been positive and results in high customer satisfaction. Do we expect this “hands on” mentality to continue?  
NSM will continue to have a “customer first” approach throughout this transition. With so much of the current administration burden on the NSM Funding Specialist being moved to AGS, we expect the NSM Funding Specialist to be able to be even more hands-on resulting in even higher customer satisfaction scores and improved transaction cycle times.

## Frequently Asked Questions: Working with NSM and AGS Funding teams

- Will the NSM and AGS Funding teams work the same schedule they do today, or will it be different?  
The NSM Funding team will work the same schedule they do today, including their designated flex schedule. The AGS Funding team will have day and night shifts depending on the functional need resulting in orders being worked 24 hours a day.
- Who will be the main funding contact for ATPs and branch team members? Will the AGS funding team members be talking to customers (clients and referral sources)?  
All NSM employees, clients and referral sources will interact with their assigned NSM Funding Specialist and not the AGS Funding team.
- Will the AGS Funding team interact with payers?  
Yes, the AGS Funding team will interact with payers and is very experienced in this aspect. In fact, many of their clients, like Vanderbilt Health, Ohio Health, Cleveland Clinic, Baylor, work with the same payers.
- How will the work be divided among the AGS funding team and NSM funding team?  
The NSM Funding Specialist will remain assigned to specific ATPs and will be responsible for documentation collections and internal / external customer communications. The AGS Funding team will manage Coding, Authorization and QA. The AGS Funding team's work will be assigned by Payer.
- Will AGS funding team members be assigned NSM funding team members to work on the same payer accounts to help streamline the process and provide consistency?  
No, NSM Funding Specialists are assigned based on customer relationship needs (ATP, Therapist, etc.). The AGS Funding team is assigned based on Payer expertise for the functions within their responsibility (Coding, Authorization, QA.)
- Will we still have the same funding support we have today?  
The functions and requirements for Funding remain the same. How we perform the functions will look different and is expected to result in higher quality and productivity. For support of questions and needs, our ATPs will continue to have assigned NSM Funding Specialist to collect documentation and navigate the process.
- Historically, when our Funding team finds issues with coding, etc, they talk to Payers. What will this look like now?  
For HCPCS issues found in Mobility Advisor, please continue to follow the existing process of reporting those in Mobility Advisor. For payer-related concerns with HCPCS, please route those to your NSM Funding Leader to validate. The NSM Funding Leader will elevate to the Payer Relations team where appropriate
- How do we communicate errors or concerns we encounter with AGS?  
Your local Funding Specialist will continue to be your primary point of contact for any issues or concerns. They will escalate any issues to their funding leader to validate. The Funding Leaders will compile and elevate to Jaye Palladino, who will be the AGS primary point of contact.

- How do we escalate any high-priority orders or urgent needs with AGS?  
All high-priority orders or urgent needs should be routed through your NSM Funding Specialist.
- How do I identify if an AGS Funding team member or the NSM Funding Specialist is working the order in its entirety in situations where a payer is restricted?  
There will be an indicator at the work order level regarding if NSM or AGS is supporting the funding process. It is displayed next to the work order number. If you see the word “Dual”, AGS is supporting the order. The payer UPD will also be updated showing if the payer is restricted or non-restricted. Restricted payers are payers that the NSM Funding Specialist will fully support.