

MedClaims Liaison is Growing MCL continues to enjoy great success maximizing claim recoveries from insurance carriers on behalf of our Members. We have successfully gotten money back for 100% of our Members. In the past three months, we've opened another office, completed a significant fundraising round, and made key additions to our team. Read about these and other exciting developments here in our first newsletter.



What We Do

We maximize medical reimbursements and cut through red tape on behalf of individuals and families. Our team of dedicated experts has decades of experience managing complex challenges in medical billing and healthcare insurance reimbursement. Our mission is to ensure that our Members get the most out of their healthcare benefit plans, are appropriately billed by providers, and avoid the myriad frustrations that typically accompany the process of managing medical expenses.

financial partners

MedClaims is pleased to announce that it has successfully completed its Series A financing. The round was financed by sophisticated investors who recognized MCL's vast potential to positively impact the challenges faced by tens of millions of consumers who struggle to navigate the medical expense maze.

In addition to capital, the sophisticated investors will bring to MCL: business leadership, industry specific experience, as well as strategic and visionary expertise that will complement that of our management team, thus ensuring the Company's success.

MCL plans to use these funds to support ramp-up of operations, including:

- Exponentially growing capacity through launch of customer call center
- Optimizing back-end software to improve efficiencies in areas including CRM, reporting, management, and invoicing
- Completion of customer trials and pilot programs in key targeted areas of competency
- MCL web site version 2.0; building out the registration functions to support sales, developing key customer interfaces, building

a provider-sponsored area to customize products for their patients

- Continue to build infrastructure / staff
- Launch of key marketing initiatives including an aggressive social media campaign

It is anticipated that this completed fundraising will accelerate MCL's growth and will carry us through profitability.

new headquarters

MCL is pleased to announce the opening of our new Corporate Headquarters. The office is conveniently located in Philadelphia just South of Philadelphia International Airport, and will house MCL's Operations, Marketing, and Inside Sales Functions. MCL will draw talent from the area's very impressive pool of experienced payor professionals.

The address of our new office is:

MedClaims Liaison
One International Plaza, Suite 550
Philadelphia, PA 19113
(855) MCL-4YOU / (855) 625-4968

MCL will maintain its office in Hawthorne, NY, which will continue to house a number of our senior claims' professionals.



victories in challenging arenas

MedClaims Liaison employs experienced experts. In recent months, our team has created positive reimbursement outcomes in these challenging arenas:

Autism/PDD
Behavioral Health
Endocrinology
Fertility
Gastroenterology
Neonatology
Oncology
Substance Abuse
Surgical Procedures

we're here to help

Would you or someone you know benefit from our expertise? Visit our website at www.medclaimsliaison.com or call us

toll-free at: (855) MCL-4YOU / (855) 625-4968. With our Trial Membership, anyone can try us out with no out-of-pocket expense.

new talent

As we strive to become the worldwide leader in direct-to-consumer medical claims reimbursement solutions, MedClaims Liaison (MCL) is developing an infrastructure boasting industry-savvy talent to lead its efforts. To that end, we're happy to announce two recent hires.

Jacqui Eckert joined MCL's team in April as Director, Reimbursement Solutions. Jacqui joins the company after having worked at Aetna for the past 7 years, most recently as Core Team Leader. She brings extensive knowledge of customer service operations, claims/appeal resolution, training and backend

operations. In addition, Jacqui has a strong background in behavioral health reimbursement issues. Jacqui will work out of MCL's headquarters in Philadelphia where she will be developing the Company's product lines in Autism, addiction, and other areas that rely heavily on expertise in behavioral health.

In addition to Jacqui, John Loperena joined MCL full-time in February as Director, Reimbursement Analysis. John has held a variety of diverse roles in the healthcare industry during his career. John has extensive coding experience, and he has worked with a great variety of relevant technology systems during his career. John ran his own Medical Billing Company, and has also worked for both hospitals and independent medical billing organizations. John will work out of MCL's Hawthorne, NY office. John will oversee MCL's provider-bill

how we help: a case study

We take pride in getting the most for every one of our Members. This patient, who saved \$3,000 thanks to MCL, is a typical example:

The patient came to us after having surgery by an in-network doctor. Just before the procedure, the patient asked the anesthesiologist if he was in-network. The doctor replied "no, but don't worry about it, your insurance should cover it." Of course, that ended up not being the case; the patient received an unexpected balance bill for more than \$500 for anesthesia. MedClaims appealed to the doctor's outsourced billing company who had to involve the Anesthesia Group as part of a cumbersome resolution process. MedClaims, through our expertise and persistence, was able to get the doctor to write off the charge. But the story does not end here...

The same patient then received a different bill for the surgery itself totaling of \$2,500. She was shocked, since this treatment was supposed to be in-network and covered as part of her insurance. A co-pay obligation was anticipated, but certainly for only a fraction of the billed amount. We navigated diligently between the doctor's office, the insurance carrier (UHC), and the hospital. Nobody really seemed to know what had happened or, more importantly, what the appropriate solution was. Finally, after MCL made numerous calls to the appropriate parties, the insurance company acknowledged that human error was the cause. The bill was finally re-submitted as an in-network procedure. And while the hospital claimed that they technically were still owed over \$600 (co-pay), they agreed to drop the case. Our Member never paid a penny!

This is a typical example of what MedClaims does every day. Through expertise, patience, and dogged persistence, we saved our client about \$3,000. That level of service tends to result in a lot of satisfied customers!



Our Services

MCL empowers patients without the demand of their continued involvement. We maximize healthcare benefits with a variety of services. Find out more at: www.medclaimsliaison.com



Historical Review of Claims & Bills



Claims Administration



Ongoing Bill Review



Advocacy & Support



My MedClaims Website

negotiation efforts, as well as adding to the Company's expertise in worker's comp cases.

join our team

MedClaims Liaison (MCL) is looking to add talented members to its Philadelphia-based team. Presently, we are adding to our customer service center with professionals who have strong credentials in consumer-oriented sales. If you know someone who has consumer-products experience and possesses skills and experience in marketing and inside sales please send them our way. Email us at: info@medclaimsliaison.com with the subject "Resume for Consideration" in the subject line.

follow us online

You can now follow us on Facebook and Twitter. On Facebook, we can be



Questions? Call us toll free:

1-855-MCL-4YOU / 1-855-625-4968

www.medclaimsliaison.com

found at MedClaims Liaison. Here we will post articles, case studies, and other useful information to help educate our followers on how to optimize their health insurance benefits, so come see us and "like" our page.

On Twitter you can follow us [@med_claims](https://twitter.com/med_claims), where we promise to post regular observations and recount our daily experiences, all in 140 characters or less.

And please send us *your* own ideas as to how we can make these sites as informative and interesting as possible!

success stories

Testimonials have been pouring in from our clients in all forms to thank us for some of these great wins! We wanted to share a few of these with you:

"After years of aggravation trying to deal with the bureaucracy of insurance companies, doctors and labs – after all those stultifying phone calls and faxes – we finally found Mitchell and Nancy Kaye of Medclaims. They are honest, bright people who, because they actually understand the business of medicine, are able to cut through the endless red tape involved in these transactions. For a reasonable fee, Medclaims makes sure that we are treated fairly and that our rights are upheld. We fax them our receipts and they take it from there. They've really taken care of us."

– Donald & Libby Fagen, New York

"I have tried dealing directly with insurance company claims departments in the past but have never been able to get any resolution. The process is always time consuming and apparently designed to have the claimant give up and pay. It was a huge relief to find a company that knows the ins and outs of the process and can deal with the red tape of medical claims on my behalf. My experience with MCL has been exceptional and I would highly recommend their services."

– Teresa L., New Jersey

"Just got 3 checks! I can't believe it. Honestly... even though it's my money, it was so easy getting it back, I feel like I might get arrested!"

– Richard J., Philadelphia

When I was diagnosed with stage three breast cancer two years ago, I knew that the treatments would be difficult. I did not expect that dealing with the insurance company and the medical bills would be so stressful and totally time consuming. All I wanted to do was take care of myself and reclaim my life. The bills accumulated and I became more overwhelmed, and even embarrassed. When I spoke with Nancy she put me completely at ease. She and her team took over my pile of papers and began checking with insurance companies and hospitals, hours of work I know. MCL gave me peace of mind and enormous relief.

– Noreen C., New Jersey