



Mobile Theatre

THE FUTURE OF MEDICAL BILLING

SIMPLE, ACCURATE
AND IN THE PALM OF
YOUR HAND



ABOUT US

Mobile Theatre was founded by experienced medical billing coders that are passionate about simplifying the lives of doctors, patients and medical secretaries.

Mobile Theatre is revolutionizing the medical billing space by offering cutting edge technology that enhances doctor's busy working lives through simplicity.

WHAT WE DO

As medical billing experts, we want to help carry the load for medical specialists.

We take the administrative burden away from Medical Specialists by providing the full spectrum of paperless billing solutions. From patient consent and medical history, customized coding to co-payments & PMB's, we've got you covered!



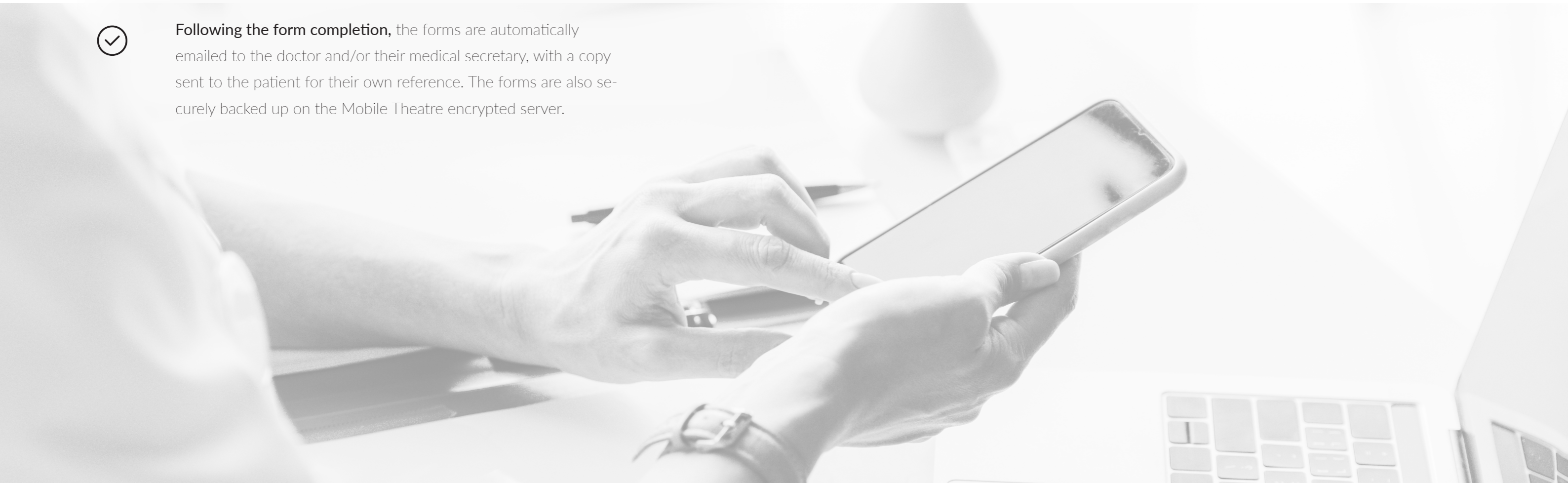
THE MOBILE THEATRE EXPERIENCE

STEP 1 Enhancing the Patient Experience >>

- ✓ **Before arriving at their appointment**, the patient receives an sms and/or email with their billing consent and medical history forms, customized and branded to the doctor's unique specifications. They complete these forms at their own leisure, preferably before arriving at the rooms. If a patient does not complete their forms before arriving at their appointment, they can simply complete & digitally sign the forms via the Mobile Theatre kiosk at the doctor's rooms.
- ✓ **This digital process is simple** & completely paperless, beginning the patient's journey with their healthcare provider in a relaxed and professional manner.
- ✓ **Following the form completion**, the forms are automatically emailed to the doctor and/or their medical secretary, with a copy sent to the patient for their own reference. The forms are also securely backed up on the Mobile Theatre encrypted server.

STEP 2 Enhancing the Doctor's Experience >>

- ✓ **After the consultation or procedure**, the doctor simply logs into their secure Mobile Theatre interface via their desktop, tablet or phone and completes their customized billing form created specifically for their specialty & unique branding requirements.
- ✓ **Each doctor receives their own customized tick box** form with coding that is specifically designed for their unique specialty with the appropriate modifiers. This process takes less than 2 minutes to complete.



THE MOBILE THEATRE EXPERIENCE

STEP 3 Mobile Theatre takes over the entire process

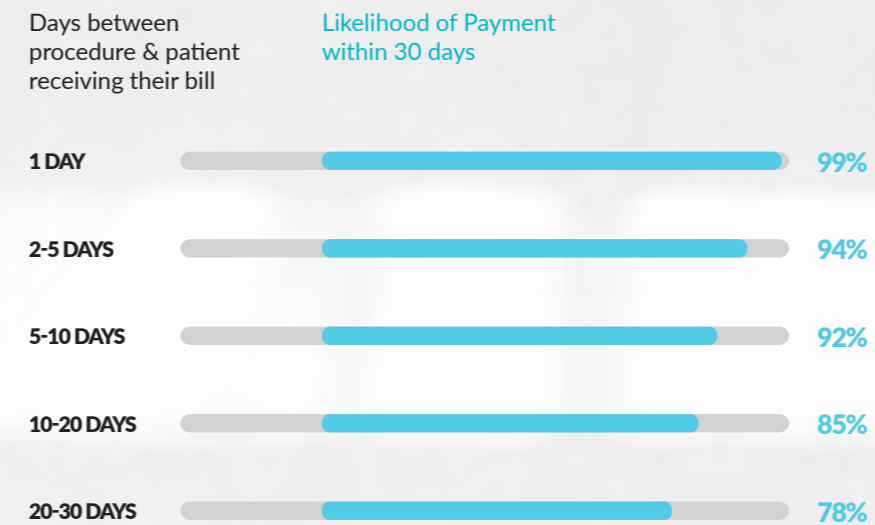
- a** **Review the claim & coding optimization**

Doctors can relax knowing that Mobile Theatre ensures the optimal code mix. In some cases, doctors may mistakenly use an incorrect code or simply forget to insert a modifier. This is why Mobile Theatre performs a 2 stage review of the submitted codes via an expert coder and our advanced coding software algorithm.
- b** **Patient benefit checks**

Mobile Theatre verifies the patient is an active member of their medical scheme and correlates the patient's critical data.
- c** **Submission of electronic claims**

Mobile Theatre electronically submits the claim directly to the relevant medical aid. Mobile Theatre's digital system receives an instantaneous response from the medical aid with feedback on the payment approval status.
- d** **Immediate communication with patient regarding co-payments**

Our statistical age analysis has shown that patients are 98% more likely to pay their account within 30 days when they receive their bill within 36 hours of treatment. Mobile Theatre has an average processing time of 45 minutes beginning from the doctor's submission and ending in the patient receiving their account.



Mobile Theatre takes over the entire process

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Medical Aids Remittance

Mobile Theatre receives the remittance advice from the medical aid and verifies that the payments are correct and in accordance with the medical scheme guidelines. As with our coding review, each remittance is reviewed in 2 stages - by both our expert coders and our coding-software algorithm. Approximately 7.5% of claims are paid incorrectly by the medical schemes to the detriment of patients. The Mobile Theatre team will ensure that the appropriate rates are paid.

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PMB Review Process

Mobile Theatre has extensive knowledge of PMB regulations approved by the Council of Medical Schemes. We check every claim for PMB eligibility and follow up with the schemes for full payment. Mobile Theatre facilitates the motivation of the PMB review process by working together with the medical specialist to collect and submit all the relevant supporting documentation.

g

Daily bank account reconciliation

As part of the Mobile Theatre service, we know that cash flow management is key to a successful practice. This is why all payments are made directly to the doctor's bank account. Mobile Theatre performs a daily bank account reconciliation that cross-references medical scheme & patient co-payments with bank statements.

h

Debt Collection

Mobile Theatre values each doctor's relationship with their patients and ensures that our entire debt collection process is handled professionally and in accordance with the HPCSA's recommendations. If a patient does not pay within 30 days after the date of service, the following protocols are implemented to maintain the only 0.1% bad debt rate boasted by Mobile Theatre.

Day after
invoice sent

Procedure
Implemented

DAY 30

Email is sent to the patient with their co-payment amount stating that their account is over-due

DAY 40

Phone call is made to the patient followed by a confirmation email

DAY 50

A third email is sent to the patient with a final notice

DAY 60

The patient is handed over to our debt-collection agency

Throughout this process, patients will be sent friendly sms reminders that their account is over-due.

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Monthly Reporting

Mobile Theatre sends a monthly report to each of our doctors. This monthly report provides the following information:

- total invoiced amounts
- total amounts received
- VAT payments due by the doctor
- Detailed age analysis of all outstanding accounts
- Any further data requested by the medical specialist to suite their specific reporting requirements

THE MOBILE THEATRE PROCESS IN PICTURES



STEP 1

PATIENT FILLS IN CONSENT
& MEDICAL HISTORY FORMS



STEP 2

AFTER THE PROCEDURE
THE DOCTOR FILLS
IN THE RELEVANT CODES



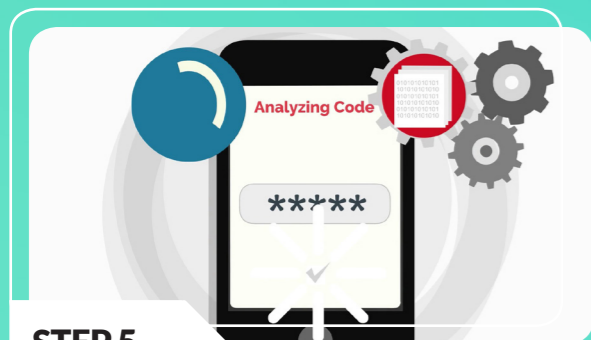
STEP 3

DOCTOR PRESSES
SUBMIT CLAIM



STEP 4

MOBILE THEATRE RECEIVES
THE SUBMISSION AND PROCESSES
THE CLAIM



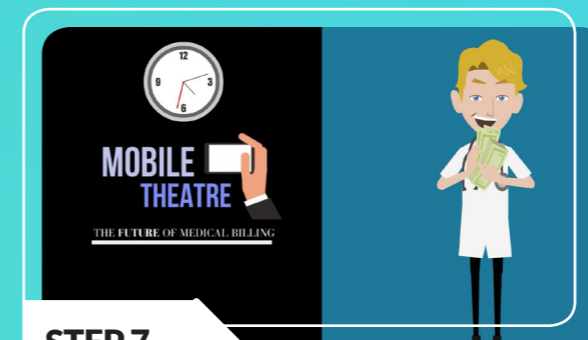
STEP 5

MOBILE THEATRE REVIEWS &
OPTIMIZES THE CODES



STEP 6

MOBILE THEATRE COMMUNICATES WITH
PATIENTS REGARDING CO-PAYMENTS &
REVIEWS REMITTANCE ADVICE AND PMB
ELIGIBILITY



STEP 7

DOCTORS RECEIVE THE PAYMENTS
DIRECTLY TO THEIR BANK ACCOUNT
WITHIN 30 DAYS OF INVOICE



STEP 8

DOCTOR'S CAN RELAX KNOWING THAT
MOBILE THEATRE HAS ONLY A 0.1%
BAD DEBT RATE

DOCTOR BENEFITS

Mobile Theatre provides 4 major benefits to our doctors:

✔ SIGNED CONSENT FORMS: QUICK AND EASY

Most medical billing companies in South Africa do not offer medical history and consent form processing on behalf of their doctors. This is a process that we believe is intimately connected with billing patients.

Doctor's who receive hand-written patient forms:

- Struggle to read the often illegible hand-writing
- Have to keep extensive & well organized filing cabinets in their medical suites.
- Would be required to scan and securely shred all patient documents in order to create a digital copy for their own purposes or to share with a colleague.

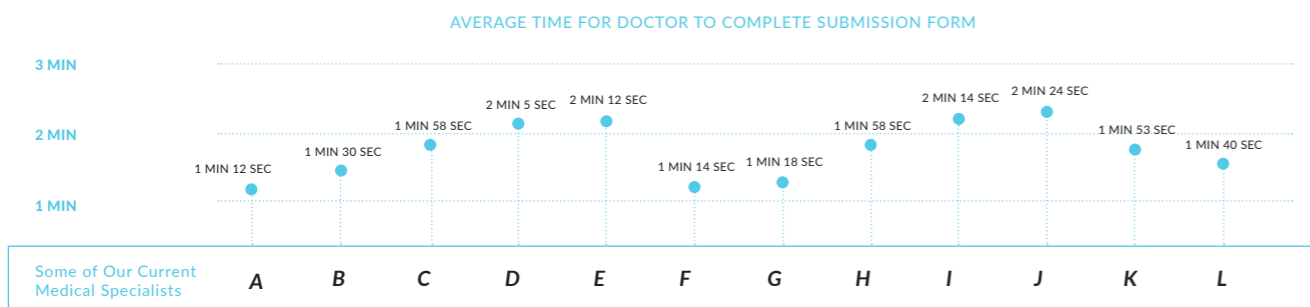
Mobile Theatre offers simple **digital** forms that any patient, young or old can fill and sign at their leisure in the comfort of their own home. Alternatively, they can digitally sign these forms upon arrival at their appointment via the Mobile Theatre kiosk.

✔ IMMEDIATE SUBMISSION

Mobile Theatre reduces doctor's administrative work by 90%.

Through it's full service mobile billing platform, Mobile Theatre's paperless submission process reduces a doctor's entire administrative burden to less than 2 minutes per patient. Each submission is saved on the Mobile Theatre private server and sent via email to the doctor and/or their medical secretary.

Mobile Theatre saves doctors' hours of unnecessary administrative work per day, leaving them more time to consult, perform procedures or spend time with their loved ones.



✔ BILLING CONSENT FORMS

According to the HPCSA, Doctors by law are required to provide informed billing consent to a patient at least 24 hours before their procedure informing them of the rates to be charged. This demonstrates the highest ethical standards & professionalism and very often avoids unnecessary legal proceedings. Mobile Theatre facilitates this process through their digital submission forms that can be sent to patients' ahead of time.

✔ IMMEDIATE SUBMISSION

Patients respond positively when they receive their medical bills on time.

In our research, if a patient receives a bill timeously;

- patients viewed the respective medical practice as highly professional
- as seen in the graph above, patients are 98% more likely to pay their account within 30 days when they receive their bill within 36 hours of treatment.

✔ MOBILE THEATRE'S SERVICE FEE

At the end of each month, Mobile Theatre bills their team of doctors a small service fee of 4.9% (plus VAT) on collected money only.

Mobile Theatre believes that doctor's and their billing company must be aligned and equally incentivized to collect outstanding funds. Too many doctors are charged by medical billing companies for simply invoicing patients. We believe this is unfair. If we are successful in collecting your hard earned money, only then do we have a right to share in a small % of the collections.

✔ PERSONALISED DOCTOR EXPERIENCE

Mobile Theatre offers individually branded patient consent & medical forms as well as a customized digital interface for each and every doctor.

PATIENT BENEFITS

✔ DIGITAL SIGNATURE

In our research, patients prefer a digital signing process.

This was due to four major factors:

- The timeous nature of signing digitally, saving tedious paperwork on the day of the procedure or consultation.
- In 90% of cases, patients preferred to sign their forms in the comfort of their own homes and 75% of patients insisted that they were more accurate in detailing their medical history.
- 80% of patients were pleased to receive a digital copy of their signed consent & medical history forms.

✔ PROFESSIONAL COLLECTIONS

Mobile Theatre strives to ensure that the collection process is seamless and professional.

Our communication with all patients is respectful and aimed to improve the patients' perception of the medical practice. We treat all patients with warmth and engage in friendly communication which has proven to be a fundamental reason for our success.

Patients respond more positively when treated with both respect and dignity, while still maintaining a rigid collection protocol. Our age analysis conclusively indicates that patients are less likely to pay their medical bills as time progresses.





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