

# FAQs

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## What is VALER™?

VALER is a cloud based workflow optimization platform that streamlines and automates front-end revenue cycle functions for healthcare providers. These include, but are not limited to, prior authorizations, referrals management, and eligibility transactions. VALER replaces paper fax work-arounds and the pain of logging in to a myriad of payer web portals to perform manual data entry. Within the current state of healthcare IT, there is a balloon of resources dedicated to non-essential activities – the side effect of poor EMR practice management and payer data integration. VALER pops the balloon while setting your organization up to benefit from future advances in electronic integration.

## What are the cost savings switching to VALER's electronic-based transactions?

According to Milliman's study, Electronic Transactions Savings Opportunities for Physician Practices, the average cost for manual prior authorization transactions is \$10.78 per transaction, while electronic cost would be \$2.07, yielding an \$8.71 cost savings per transaction. For referrals, costs are \$8.30 per manual transaction and \$2.07 for electronic referrals, yielding a cost savings of \$6.22 per transaction. The cost savings with VALER come in the form of reduced FTE time spent with manual faxing or data entry and elimination of paper fax related costs (paper, toner, fax machines). Associated benefits are a centralized document management location for easy integration and collaboration around inbound fax messages and authorization requests.

## If VALER is customized, how long does it take to set up?

If you take an existing workflow, we can usually complete your orientation configuration in a matter of weeks. Even in more advanced scenarios, we can ramp quickly to meet your deadlines. Please feel free to contact us ([info@voluware.com](mailto:info@voluware.com)) to discuss set-up time, specific to your workflow.

## What is the significance of BYOW™?

VALER works as glue, binding together your EMR and practice management system with payer requirements – making it possible to optimize your existing workflow. We call this BYOW – Bring Your Own Workflow. We are different from other IT vendor solutions. We listen to your workflow challenges and then customize and configure VALER to create your ideal workflow. Our goal is to eliminate the manual workarounds involved in working with legacy IT systems, which were never designed to push and pull data readily. What we ask from you are payer forms, payer web portals, IT systems that are a key part of your front end workflows and most importantly, your input on how you would like your workflow to be designed to provide maximum value. Optimizing your existing workflow allows you to leverage your organizational expertise and minimize disruption.

## Is VALER secure and HIPAA-compliant?

Yes, VALER is secure and HIPAA-compliant. Each customer has its own VALER "instance" – your own users, workflow and data. Our private cloud is hosted in a secure SSAE 16 Type II audited data center. Your data is kept separate from other customers – never to be co-mingled with other customers in our data center. To ensure that our HIPAA security practices are state-of-the-art, we conduct security reviews with PrivaPlan Associates, a leading HIPAA and healthcare IT security consultancy.

## Does VALER integrate with other platforms?

VALER was built from the ground up with the idea that we need to integrate with any and all systems that are key to front-end workflows. From your EMR provider to your fax vendor, VALER will bind them together to create a seamless workflow. We have the ability to integrate with any EMR through electronic feeds (HL7 ADT Feeds, Referral CCDs or CCDAs, secure FTP batch uploads, etc.) and through our preferred method, web services based application programming interfaces (ReST APIs). More importantly, we have the ability to integrate payer web portals to give you a level of automation that is not otherwise achievable through other platforms.

## How will VALER expedite my workflow?

VALER saves you time by providing one place to go to view, re-submit, manage or audit all of your prior authorizations, referrals, and eligibility transactions with payers and other providers. We pull in information from your EMR to auto-populate information and manage the plumbing behind the scenes, whether your payer is still requesting paper forms or pushing you to adopt its web portal. You will no longer need to fill out and send paper fax forms or log in to websites to type in data for each different payer. When payer web portals are available, VALER can both automate the submission of a prior authorization request and automatically check for authorization responses from a payer.

## Is VALER easy to set up?

Yes! VALER is software as a service and we emphasize service. Since we are cloud-based, there is no client install. We use existing payer forms and payer sites; if you have special forms, we integrate them. If you want EMR integration, we work with your IT team to set it up. We adjust our standard workflow to your needs. There are no software or hardware purchases required and payer participation is not necessary. All you need to turn on VALER is an internet connection and Google Chrome browser.

## Technology is always changing, how will VALER integrate and connect with future platforms?

We understand technology will change in healthcare IT; it's inevitable. We know that your business partners are always changing, whether it's their forms or moving to web-based systems that are constantly evolving. We manage that change, so you do not have to. Unlike the current outmoded client/server EMRs which are incapable of changing quickly, VALER was designed to change and adapt flexibly to bridge organizations from the existing fax and portal world to full electronic integration – whenever that may be and whatever that may look like. We already integrate paper fax based workflows and any electronic interfaces that are available (ADT feed, C-CDA, HL7 interfaces, SFTP, Direct Secure, APIs, etc). By using VALER you get the benefits of electronic transactions today with the assurance your workflows are protected as connectivity solutions evolve. We are continuously updating our system and are capable of implementing changes at run-time.