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Esteam Partners with The Provider Alliance

*Western Pennsylvania Human Services Association Helps Members
Select and Procure Leading Solutions for Clinical and Financial Reporting and
Continuous Service Quality Improvement*

PITTSBURGH, PA, August 07, 2006 – Esteam, LLC, a leading provider of comprehensive software solutions for human services agencies, today announced that it has entered into a marketing partnership with The Provider Alliance (TPA), a not-for-profit association for organizations providing support to people with mental retardation and their families. Esteam and TPA work together to inform member-organizations about how Esteam solutions can help providers meet Pennsylvania's changing recordkeeping and billing requirements. Esteam solutions include TOTAL: Record™, a software application designed to help human services providers dramatically improve clinical and reimbursement processes, and support continuous improvement efforts.

"Pennsylvania human services organizations are undergoing a transformational change," says Ed Picchiarini, director of The Provider Alliance. "They're moving to an environment that demands a more business-like approach to providing human services. The organizations that prosper will be able to maintain the human touch while operating with sound business practices. TOTAL: Record from Esteam provides an outstanding solution for helping providers adapt to these changes while increasing their efficiency and improving the quality of services and supports."

Human services organizations today must cope with a patchwork of state, county and local billing structures. To meet these complex requirements, a provider must create a unique billing code for each person served, then track and bill the appropriate services. Submission of improper service codes on an invoice can delay reimbursement by several months. The payor will frequently reject an invoice with these errors and return it to the provider, who must correct the mistakes and restart the process.

The new claims processing and management system now being piloted throughout Pennsylvania, called PROMISE (Provider Reimbursement and Operations Management Information System), also is changing Medicaid service reimbursements and how they are billed. When the system is fully implemented, PROMISE will provide a single, uniform system—and a detailed set of service codes—for managing patient information and claims processing.

TOTAL: Record supports the PROMISE system and the growing fee-for-service environment by providing a single repository for clinical and financial information. Users eliminate repetitive data entry and the related potential for human error. Organizations using TOTAL: Record can track services more accurately and generate correct invoices that meet each payor's specific requirements under current reimbursement standards. Users also will experience a smoother transition to billing under the PROMISE initiative. With TOTAL: Record, organizations have greater flexibility to respond and adapt to changes in billing and other paperwork requirements, expand or introduce new services, and scale their organizations to keep pace with new growth opportunities.

Additional Member Benefits

As a part of the new marketing relationship, TPA members also receive preferred pricing for Esteam products.

Picchiarini notes that The Provider Alliance chose Esteam only after a comprehensive evaluation of available software products and vendors.

“We carefully evaluated and compared a number of software solutions, and TOTAL: Record clearly was the best product for meeting members' requirements,” Picchiarini says. “Key features of TOTAL: Record such as utilization and authorization tracking work well for individualized support plans. The ability to tailor the system for multiple customers and multiple customer requirements truly hits the mark in terms of meeting our members' needs. They can use TOTAL: Record today and it will be an important platform for them going forward.”

Both TOTAL: Record and TOTAL: Quality are part of the TOTAL: Impact suite of solutions from Esteam, which provides a comprehensive solution for the implementation of continuous improvement and assessment. These solutions are already employed by a number of TPA members including The Arc of Mercer County, The Arc of Washington County, Fayette Resources, Inc., and Passavant Memorial Homes. Esteam now has cooperative marketing agreements with two of Pennsylvania's largest associations of human services providers serving people with mental retardation.

“TOTAL: Record is a very comprehensive system that enables us to merge record keeping within a single database, thereby simplifying the paperwork and reducing the calculation time that are

so critical for accurate Medical Assistance billing,” says Robert Beach, chief executive officer of The Arc of Mercer County, a TPA member. “The bottom line in our business is that you need to get units of service processed and billed to get paid, and TOTAL: Record streamlines that process. Our staff is extremely pleased with the results so far, and we also are getting a leg up on complying with PROMISE and fee-for-service billing standards.”

“Improving financial performance enables an organization to adapt more readily to changes in the market and creates new opportunities for growth,” says George Pashel, president of Esteam. “Our solutions help users focus on continuous improvement and achieving excellence in all areas of their operations, so they can redirect scarce resources to provide high quality services to people in need. We are honored to partner with The Provider Alliance and serve TPA members by providing them with a total solution approach to addressing today’s challenges in the human services field.”

About The Provider Alliance

The Provider Alliance is a not-for-profit association for organizations providing supports to people with mental retardation and their families. TPA is committed to addressing organizational challenges more effectively and efficiently through collaborative efforts, information sharing and the constructive exchange of ideas. The member agencies provide services to persons with mental retardation (MR) in fourteen western Pennsylvania counties, including Allegheny, Armstrong, Clarion, Crawford, Indiana, Butler, Beaver, Fayette, Greene, Lawrence, Mercer, Venango, Washington and Westmoreland counties.

About Esteam

Esteam is a leading provider of software, services and expertise focused on improving the quality of human services. Esteam solutions address a significant shortcoming in the human services market. Organizations don’t have the resources, time or money to support the increasingly complex regulatory reporting and documentation requirements. Designed to be used throughout the organization, Esteam offers **TOTAL: Impact**, the most comprehensive suite of software, strategic consulting services and deployment expertise for significantly improving the performance of human services organizations. Esteam provides mission critical solutions for leading human services organizations such as Pressley Ridge, The Dr. Gertrude A. Barber National Institute and Keystone Human Services. For more information please contact us at info@esteam.net or by telephone at (412) 322-0629 or www.esteam.net

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