

ChaseHealthAdvance has been working hard to improve the provider experience, while also addressing significant federal consumer-credit regulatory changes expected early next year. We are implementing the following changes in May 2010 with these two objectives in mind:

- To give patients the highest level of transparency regarding their account upfront.
- To give our valued providers an improved, easier to use online transaction process.

To comply with new Federal guidelines, starting in May 17, 2010, ChaseHealthAdvance will no longer be processing transactions (currently known as Purchase Verification Invoices) by fax. Instead, we will be moving to an improved online transaction process.

When the new online transaction system is ready, Providers can expect:

- Newly designed documents with rates, terms, and conditions for patients to acknowledge and sign.
- Continued faxed patient approval notifications on faxed applications.
- A back-up process to temporarily process transactions over the phone if internet or HealthAdvance-Online access were to be interrupted for any reason.
- Providers can schedule their practice for a webinar training session and review training information on Chasequickstart.com

ChaseHealthAdvance Providers will enjoy the following benefits once the changes have been implemented:

- An enhanced, easy to use, 3 step online transaction process with a fresh, streamlined design.
- A more patient-friendly experience with improved transparency regarding their account.
- Easier, quicker transactions without filling out forms by hand.

For more details, submit your contact information at [www.advancewithchase.com](http://www.advancewithchase.com) or call 888-388-7633.

### An Overview of the New Transaction Process:

