

## What is medEcash?

Vibrant's payment platform is medEcash, like PayPal is for Nordstrom. With medEcash, Vibrant Members and Vibrant Employers **pay Vibrant Medical Neighborhood Providers IN FULL** immediately for most medical services. No claims, no billing, no collections.

## getting started

### How to Set Up medEcash

1. To set up an account, simply go to [www.vibrantmedical.com/provider](http://www.vibrantmedical.com/provider) and click on the medEcash link.
2. In medEcash, you will create a **RECEIVE ONLY** account.
3. Once your account is created, you can create, invite and manage your organization's **medEcash users**.
4. You will be asked to enter the **banking Information** for each of your provider group(s) to receive payment. Once entered, this information is securely stored in the system and is not visible to other users.

### How Physician Office Visits Work

1. Vibrant Members will present their **Vibrant ID card** at office visits.
2. Vibrant **Medical Neighborhood Providers** can search for a Vibrant Member and select a provider, specialty and place of service.
3. At that point, medEcash will generate an appropriate **Vibrant SUPERBILL**. A superbill is a list of CPT codes by specialty for FULL payment and are paid at the Vibrant fee schedule.
4. Providers can select CPT codes and enter diagnosis codes at any point prior to submitting a visit.
5. When the Provider submits a visit, medEcash will **instantly send a text or email** to the Vibrant Member. Next, the **Vibrant Member confirms the visit** by either clicking a link in the text or email, or giving their Provider a code to be manually entered in medEcash.
6. At that time, **Vibrant Members pay their FULL copayment** as indicated on the ID card.
7. After a Member confirms the visit and pays their copayment, Vibrant Providers can **instantly collect the Vibrant Employer's FULL payment** in medEcash.
8. In the case a Vibrant Member does not respond to their text or email, Provider can either resend their notification to the Vibrant Member in medEcash or request assistance from a Vibrant CareDirector at **1-844-4VIBRANT**.
9. Providers can view a complete record of all submitted office visits and their current status in medEcash.

## How Complex Provider Services Work

1. Unlike office visits, more complex services are assisted by a **Vibrant CareDirector**.
2. A Vibrant Members' out-of-pocket costs are **50%+ lower** when a Vibrant CareDirector assists the Member.
3. In coordination with the Provider, the Vibrant CareDirector, will set up a **Vibrant BUNDLE** of services for FULL payment in advance of care and medEcash will apply the Vibrant fee schedule. Vibrant bundles include most of the Providers who participate in a Member's complex medical event, i.e., a surgeon, hospital and anesthesiologist group. Once a bundle is created, medEcash will remember the Vibrant Provider's service bundles for future referrals and FULL payments.
4. Vibrant **CareDirectors coordinate** the Vibrant Member's medical event **and connect** the Member with their Providers and their Providers with each other.
5. On or before the service date, the Vibrant CareDirector will submit the bundle for **FULL payment from both the Vibrant Member and the Vibrant Employer**.
6. With medEcash, Vibrant Providers can easily filter and view services by case, procedure ID, provider name, member name, status, date-of-birth, date-of-service or cost amount.
7. Providers can also quickly download and/or magnify any and all specific details needed.
8. Advance payment needs **Vibrant bundles to be forecast as uncomplicated**. However, Vibrant CareDirectors can make adjustments in medEcash for unanticipated complexity, including additional services or cancelled services. Should this occur, coordinate with a Vibrant CareDirector at **1-844-4VIBRANT**.
9. With medEcash, Vibrant can generate and submit a **zero-pay claim** to the Member's Administrator on the Vibrant Provider's behalf. The administrator can then apply the Vibrant Member's standard benefit plan and the Member receives full credit for the services

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## How We Empower You

1. With Vibrant, **Providers lower a Vibrant Member's out-of-pocket costs by 50% or more**
2. Vibrant Providers are not exposed to insurance risk or value-based care overhead.
3. Immediate **FULL payment boosts cash flow and eliminates accounts receivable and patient collections**.
4. Providers and their Vibrant Members have a seamless, **1st class experience**.

