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### **What is an Internet portal?**

An Internet portal is a gateway, port, junction, or complex dynamic website.

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### **How is the HealthHighway.com portal different from other portals?**

HealthHighway.com allows provider organizations to mix and match any of the customized software applications developed by HealthHighway.com and other companies and communicate with each Patient, Providers, Health Plans and Employers.

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### **What kinds of security will the portal use?**

The **HealthHighway.com** enterprise portal will be protected behind the company's firewall and will be unavailable to companies not contracted with HealthHighway.com. All communication will be encrypted. See **Privacy Statement**

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### **As a provider, what are the advantages of using HealthHighway.com?**

#### **Patients can:**

- Obtain office hours, locations, and directions
- Register and make changes to demographic information
- Obtain information on the provider profile, visit their web site and make appointments

#### **Providers are able to:**

- Obtain insurance authorizations
- Obtain eligibility information
- Send reminders to patients
- Send FAQs to patients, targeting disease management
- Email the patient

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### **Is the Web Site really free?**

HealthHighway.com is customizing the web site for each provider. The degree of customization is dependent upon decisions made by the IPA or practice group. For a limited time, the web sites are being offered for free. The initial contract will extend for one year.

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### **What if I don't like the service?**

HealthHighway.com allows you to discontinue the service, with 30 days notice, at any time, at no cost to the provider.

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### **Do you have other applications?**

Yes new applications to do your billing, claims submission, Transcriptions, and medical records are being developed. Other low cost, time saving applications are being developed. Please tell us what you need and we will listen.

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**How do I get Support?**

**Free:** Send us e-mail. We will answer your e-mail within 1 working day for any questions you have on use of the website.

**Express Service:** We will answer your Telephone calls or e-mail within 4 hours. Cost is \$10 per month per provider.

**Priority Service:** We know you are running a business and are a serious user. We will answer your call or e-mail within 1 hour. In addition, you can attend any of our free monthly user seminars. Cost is \$20 per month per provider.

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**How Do I enroll for Express or Priority service?**

Send us an e-mail request or sign up online. The monthly fee will be charged to your credit card or checking account automatically each month.

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**How many months in advance can patients make appointments?**

Patients can make appointments up to 6 months in advance. We keep the old appointments in the database for 3 months. They are discarded afterwards. If you need to keep a record, you can print them or save as file in your local computer.

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**How do I back up my data?**

There is nothing to worry.

We back our data servers up daily. All the data that you entered into our website is backed up by us. If you also want to store your data in your own computer as well, just let us know and we can show you how to down load your data files.

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**If I decide to discontinue the service, how do I get my data back?**

You can print the list of patients, appointments and other entered info by you.

We can provide you a standard electronic file format at a nominal cost of \$200 per provider.

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**What if I do not want advertisement or sponsorship?**

Your website is subsidized by sponsorships. Advertisements are informational and can save you money. If you want to disable this feature, e-mail your request and we will



remove all advertising. A website hosting fee of \$10 per month will be assessed for each non-participating website.

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### **What if I need Internet access, training or computers?**

Contact us or view this list of Vendors to provide you low cost solutions for your needs.

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### **Who designed these programs?**

The Providers, their staff, their trading partners , Graphical User Interface designers, Web artists and application development experts define the user requirements and interface. The applications are then written by Software Engineers, Database Designers, System Analysts, and Information Technologists trained in various disciplines. Quality Assurance and Users like yourself then test all applications. It is a Team effort.

Application development is an art and a science and is subjective in nature. We are dependent upon our users to help us develop user-friendly and powerful applications to meet your needs. We invite your suggestions and comments.

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### **What if I need to contact you?**

Best way is to Contact us [via e-mail](#). If you need more info, you may call us at 408-945-4444 between 9am and 4pm Pacific Standard Time.

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