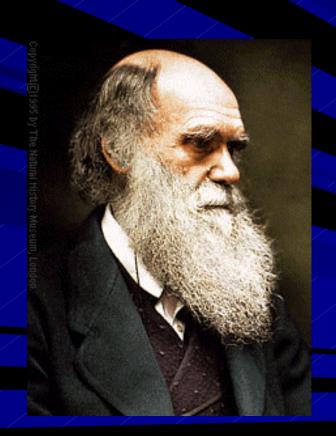


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Pathway to Enabling Healthcare E-Commerce – Understanding Change



"It is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change."

-Charles Darwin

Has Change Occurred? The Strategic Inflection Point



- Fundamental Paradigm Shift
- Technology Adoption Curve
- Adoption Rate
- > 10X Change as the Defining Characteristic
- Regulatory Change

Value of E-Commerce

- > Dell
 - ➤ Online Order Status \$500,000/yr Savings
 - Software Downloads \$150,000/wk
 - Online Help Desk \$2M/yr
- Dentistry
 - >E-Claims > 1% of Revenue
 - ► E-Transactions > 4% of Revenue

Can Healthcare E-Commerce be Implemented?

- >1200 Employer Plans
- >700 Insurance Companies
- >> 6000 Patients
- Product Responsibility Risk Shifting
- Solution: Standards for a Complete Electronic Solution

Dentistry: Slow to Adopt or Just Good Business Sense

- < 25 % of Dentist Utilize E-Claims</p>
- ► Realize ~1% Cost Savings
- Case Studies For Complete E-Commerce Solution
 - ➤ WDS Utilization 25% to 80%
 - Rochester 25% to 80%
- >Why Value

Standards Value to the Individual Practice

- Eligibility \$850/yr
- Claims \$3825/yr
- Remittance \$2975/yr
- Claim Status \$5900/yr
- > AR Investment \$2450/yr
- Total Savings \$16,000/yr
- >~4% of Revenue

Thank You

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