



Transforming O&P Management

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LINKIA

Our Mission

Linkia leads the O&P industry with access to cost-effective and patient-focused care, expertly applied through advanced technology.

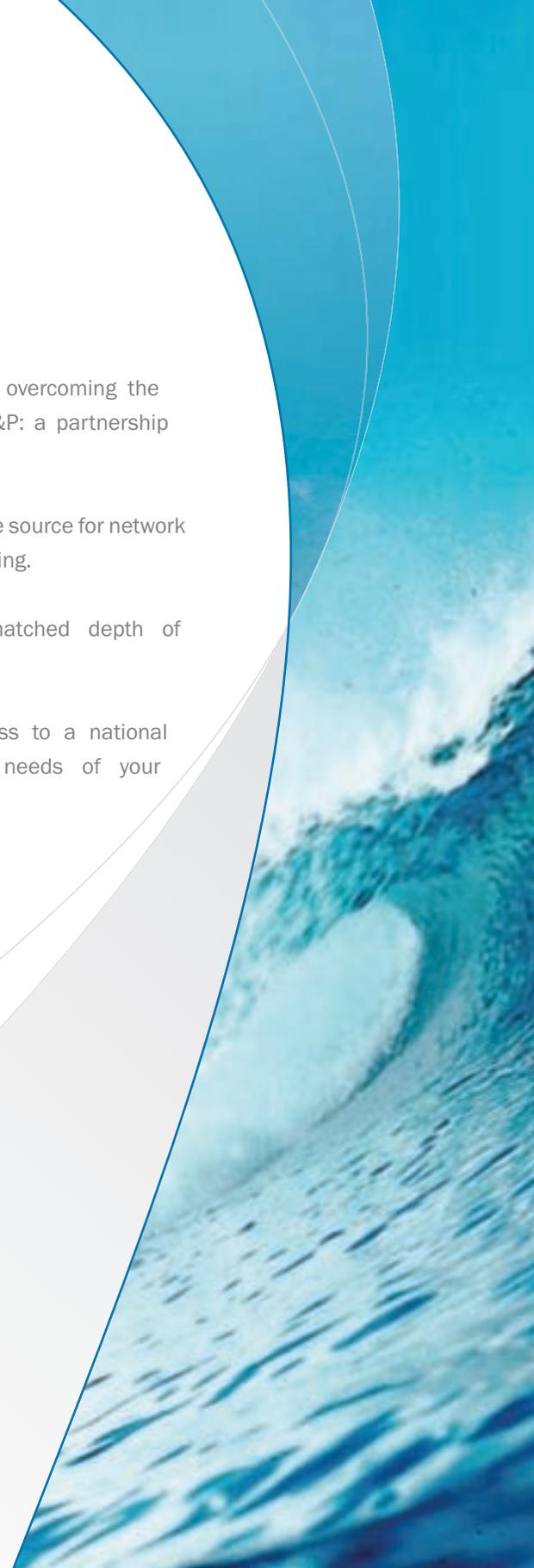
Our Vision

Linkia will be a trusted leader in the transformation of orthotic and prosthetic care delivery at each step of the rehabilitation process.

- > Patients will benefit from state-of-the-art care and easy access to quality providers through the nation's largest specialty network.
- > Providers will consider Linkia a reliable channel to patients and a valuable partner in streamlining payer interactions.
- > Payers will respect Linkia as a focused partner, achieving measurable impact on patient outcomes and satisfaction while deriving economic value.

The Linkia Difference

Now, there's an easy solution for overcoming the myriad challenges of managing O&P: a partnership with Linkia.

- > **Linkia means simplicity...** a single source for network management and claims processing.
 - > **Linkia means expertise...** unmatched depth of experience in the O&P industry.
 - > **Linkia means scalability...** access to a national network, sized to meet the needs of your organization.
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Transforming O&P Management

When it comes to orthotics and prosthetics (O&P), health care and insurance organizations face numerous challenges. Although expenditures comprise a relatively small portion of the overall health care dollar, managing O&P usually involves contracting with hundreds of local and regional providers. That often means complex administration, inconsistent standards of care, high costs, and cumbersome network management issues.

While these challenges aren't new, the solution is.

Linkia, a specialty health care company dedicated solely to O&P, represents a fresh, new approach to O&P care management. The Linkia solution offers simplified network management, claim pre-processing and payment distribution, in-depth industry expertise, and scalability to meet the unique needs of your organization.

Simplicity: The Power of One

One. That's the number of O&P contracts you'll need to manage as a Linkia health care partner. This powerful concentration of resources means unparalleled administrative ease for both claims and network management.

By providing a single point of contact and smooth administrative interface, Linkia's approach to claims pre-processing ensures efficiency and cost-effectiveness. The use of a single tax ID number and a single remit-to address simplifies claims submission and payment, improving accuracy, and reducing turnaround time. Linkia works directly with our health care and insurance clients, or their clearinghouse partners, for HIPAA-compliant electronic data interchange (EDI) which facilitates acceptance and distribution of payments to the entire network.

And, Linkia's ability to perform critical O&P network management tasks, such as network development and credentialing, means that your internal staff resources can be redirected. Our comprehensive network management model offers a single point of contact for routine administrative needs, and a focused, expert partner to assist in network strategy and growth.

Expertise: Focus and Experience

Because of an exclusive focus on O&P, Linkia's depth of experience is unmatched in the industry. We understand the dynamics affecting O&P service levels, cost, and clinical outcomes. We're aware of trends and practice patterns and can utilize our deep understanding of the field to ensure that your beneficiaries have access to quality care. Linkia is joining the industry to forge the development of O&P treatment guidelines, and we educate clinicians and care managers to ensure consistency of care delivery.

Linkia is also committed to improving O&P by helping physicians and care managers find the right care for their patients along the rehabilitation continuum. And, we are developing ways to give guidance to care providers on treatment norms and technological advancements that improve patient outcomes.

This wealth of expertise is attributable to a history dating back nearly a century and a half. Our parent company, Hanger Orthopedic Group, was founded in 1861. The backbone of Hanger's continued success has been its commitment to innovation. The company continues to advance the O&P industry through its pioneering use of technology.

Some of the nation's largest health plans have entrusted Linkia with the management of their O&P services. These payers have found that our extensive knowledge enables them to improve service delivery to beneficiaries, who benefit from an environment that ensures access to effective care.

Scalability: Broad Access, Custom Solutions

A key element of Linkia's appeal is broad access to O&P services provided through the most robust national network available. Linkia's network includes O&P providers selected from among independent O&P facilities and from the 600+ patient care centers owned and operated by Hanger Prosthetics and Orthotics.



Linkia collaborates with each client to identify coverage needs, conduct ongoing population analyses, make coverage recommendations, and determine mutually agreed-upon access standards. Then, we coauthor a comprehensive strategy for developing national or regional networks.

The result is a customized network of qualified O&P providers — where your covered population needs these resources most. Linkia credentials all providers and is delegation-ready to manage this process. Through the credentialing process, Linkia verifies that patient care is performed in a safe setting, by qualified practitioners.

In addition, Linkia's dedicated operating system serves as a comprehensive resource for understanding utilization and managing costs. Patient data is maintained in a single, integrated database, capable of generating custom reports regarding utilization patterns, quality management indicators, operational performance, and network adequacy.

Linkia's operating platform also serves as the framework for centralized network administration and billing. It facilitates management of multiple fee schedules and ensures HIPAA-compliant EDI transactions. Always leaning toward innovation, Linkia is in the process of developing Web-based capabilities to further streamline access to resources.

The Linkia Solution

For custom solutions to your unique O&P challenges, you need look no further. Linkia combines years of experience with leadership and innovation to deliver a new approach to managing O&P, based on a solid foundation of clinical expertise. Contact us today to learn more.

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O&P and DME: The Distinction

Reimbursement and management of O&P services and durable medical equipment (DME) are often combined, yet these are distinct categories of care.

Traditional O&P services require clinical skills that go beyond purchasing a commodity, such as a walker or wheelchair. As part of the rehabilitation team, the clinician customizes the care—and any necessary prosthetic or orthotic device—to meet the unique needs of each patient. Non-traditional O&P providers, such as manufacturers' representatives and DME suppliers, often lack the expertise to handle complex cases.

Understanding the difference between O&P and DME is key to managing costs. O&P procedures (typically L codes) must include labor as well as material costs. Linkia's in-depth knowledge of O&P makes us uniquely poised to evaluate both the componentry and the clinical patient care fees that comprise overall O&P expenditures.