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***PPMSI Online* Web Software License Agreement with HealthCare Partners Medical Group  
Marks Business Expansion for Pacific Partners Management Services, Inc.**

**FOSTER CITY, CA, FEBRUARY 20, 2002** --- Pacific Partners Management Services, Inc. (PPMSI), an MSO and recognized leader in healthcare information technology, has reached a license agreement with Southern California-based HealthCare Partners (HCP) Medical Group to provide its ***PPMSI Online***<sup>TM</sup> Internet software for use by nearly 2,400 HCP physicians in offices and clinics throughout Los Angeles County.

Foster City-based PPMSI developed ***PPMSI Online*** two years ago to streamline its own operations. The MSO division now manages over 200,000 health plan members and 2,500 physicians in four California physician groups.

***PPMSI Online*** benefits both physician offices and medical group utilization management staff. Providers communicate online with their medical group or health plan for instant answers to inquiries about eligibility, physician directories and payment history. Most authorizations are processed instantly through automated protocols and secure messaging. The software also reports lab results and supports various electronic claims submissions and other online services through the PPMSI web portal.

According to Elizabeth Russell, HCP senior vice president, who led the search for a web-based solution, "We spent several months evaluating alternative web communications software. ***PPMSI Online*** came the closest to meeting our needs—the system can incorporate our complex business rules and it offers integrated UM protocols and queuing that extend the functionality of our IDX system."

***PPMSI Online*** allows medical directors, nurses and authorization representatives to administer authorization queues by priority, type and geographic area. Concurrent review can be managed from various locations including hospitals, care centers and corporate facilities.

Explains Randall Frakes, Pacific Partners COO, “Patients are always the big winners when their doctors can get instant answers to questions about HMO eligibility, physician referrals and authorizations.”

**PPMSI Online** helps physician offices manage the details that vary by patient and health plan by listing valid choices for services like specialty referrals, MRIs and hospital admissions. Problems with patient referrals and eligibility for health plan benefits can usually be resolved through secure e-mail to the administrative office.

“**PPMSI Online** can make the difference between the financial success or failure of a medical group or health plan,” says Frakes. “It eliminates the costly out-of-plan procedures, hospital stays and referral errors that medical groups just can’t afford.”

**PPMSI Online** was quickly accepted by most physicians because it minimizes tedious paperwork and phone calls that tie up their medical and billing staff. It is easy to learn and easy to use. There is no software to install because it works with Microsoft Internet Explorer® browser, and it requires only the very basic PC hardware and Internet dial-up connections found in most physician offices. There is also a self-teaching demonstration.

Pacific Partners software is available for sale to health plans, IPAs, MSOs, PHOs and other health care entities. The system readily interfaces with many claims processing systems.

For more information about PPMSI, please visit our website at [www.ppmsi.com](http://www.ppmsi.com) or e-mail [inquiries@ppmsi.com](mailto:inquiries@ppmsi.com).

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#### **ABOUT HEALTHCARE PARTNERS**

HealthCare Partners (HCP) Medical Group includes 363 physicians, assisted by 2,125 employees, who practice medicine from 35 offices throughout Los Angeles County. HCP also manages an extensive IPA network consisting of an additional 2,000 physicians. The medical group has a patient base of more than 420,000. HCP was recently named one of only five organizations in Southern California to receive the coveted Pacific Business Group on Health (PBGH) 2001 Blue Ribbon Award two years in a row. The award recognizes leadership and excellence in physician group performance.

[www.healthcarepartners.com](http://www.healthcarepartners.com)

#### **ABOUT PPMSI**

Pacific Partners Management Services, Inc. (PPMSI), an MSO launched in January 1998, is staffed by a core healthcare technology team with fifteen years experience working together to develop streamlined healthcare information technology and management strategies. Led by President/CEO M. Lawrence Bonham, MD and Executive Vice President/ COO Randall D. Frakes, PPMSI is a healthcare management services organization (MSO) that provides the contracting, financial and administrative services to link large medical groups to health plans and their members. **PPMSI Online** web software offers managed care organizations secure online messaging, utilization review protocols, expedited referrals and authorizations, HMO patient eligibility, lab results, claims and capitation tracking, and electronic claims submissions. PPMSI provides other services, such as practice management, physician office software and online purchasing. [www.ppmsi.com](http://www.ppmsi.com)