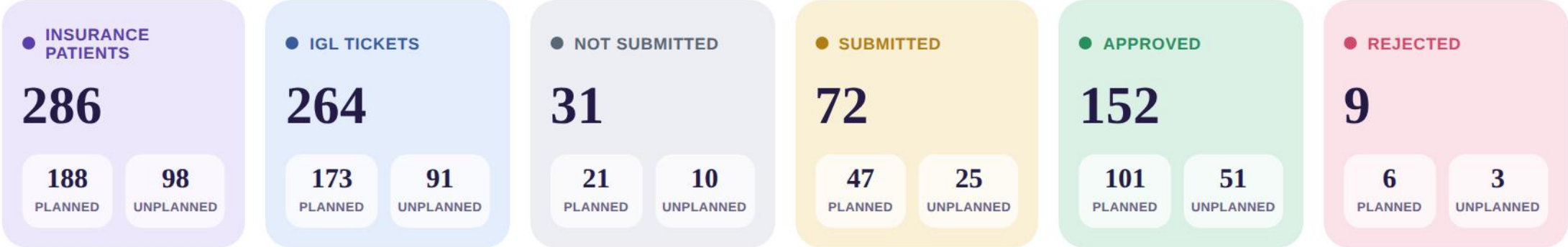


# The guarantee letter, off the critical path.

At admission, the **Initial Guarantee Letter (IGL)** gates the bed. At discharge, the **Final Guarantee Letter (FGL)** gates the door. When those approvals sit unseen in someone's inbox, the patient waits — in the ER, or in a ward after they're medically done. InsuranceNOW puts every guarantee-letter dependency on one live, ticketed clock — seen, assigned, chased and reported — so insurance stops being the reason a visit stays open.

↓ shorter average visit time
| Admission → Discharge



LIVE · IGL COMMAND CENTRE — every dependency, one view

LIVE

Every letter, one screen

TICKETED

Assigned to the desk

CHASED

SMS, email & calls in-app

REPORTED

Daily & monthly, by email



### See every dependency

IGL and FGL command centres put every admitting and discharging patient on one wall — bucketed by wait time, red / amber / green, for a hospital or a whole group.



### Work it to a decision

Each letter becomes a ticket on the insurance desk — chased by SMS, email and call from inside the app, with deferments that pause the clock for what's outside the hospital's control.



### Close the visit sooner

Plan the admission the day before, keep patient and doctor informed automatically, and prove the result with reports — so the average visit time keeps falling.

# Every guarantee letter, on one wall.

The command centre puts every insurance dependency on a single live view — one hospital or a whole group. Patients bucket by wait time, status moves from raised → submitted → approved, and the slipping case shows before the day is lost.



IGL COMMAND CENTRE · INSURANCE DEPENDENCIES FOR ADMITTING PATIENTS

RAISED · SUBMITTED · APPROVED · REJECTED

INTERVAL TRENDS

RED / AMBER / GREEN ZONES

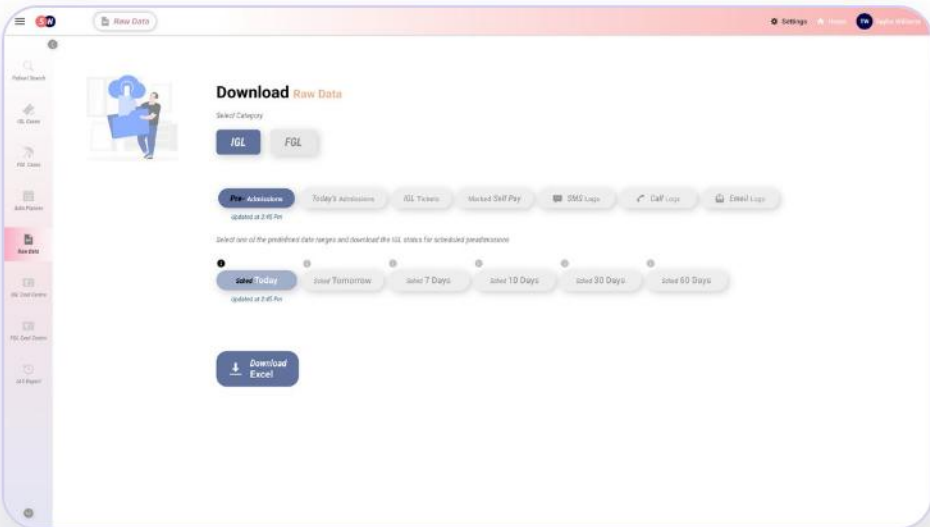
BY INSURANCE COMPANY

## FGL command centre



The same live view for **discharging** patients — the final guarantee letter tracked to approval so a medically-ready patient isn't held by an insurance step nobody is watching.

## Raw data, on demand



Detailed logs and IGL / FGL status for any date range, downloadable to Excel — **the underlying record** behind every number on the wall.

# One ticket per letter.

# Owned to the outcome.

Every IGL and FGL dependency is created — automatically or by hand — and assigned to the insurance desk. From there each ticket carries its status, its full timeline, and the reason for any wait, so nothing stalls in silence.

IGL Cases

FGL Cases

Adm Planner

Raw Data

IGL Cmd Centre

FGL Cmd Centre

IAS Report

IGL Cases

12 April 2025

Last Updated 2:45 Pm

IGL Submitted

IGL Approved

IGL Rejected

IGL Cancelled

Marked as Self Pay

IGL Type

Patient Details

Document Status

IGL Created

IGL Submitted

IGL Approved

Planned Adm Date

Payor Name

Patient Type

Auto SMS Status

|  |                   |                           |                     |         |         |         |                         |                   |         |        |             |
|--|-------------------|---------------------------|---------------------|---------|---------|---------|-------------------------|-------------------|---------|--------|-------------|
|  | Current Admission | Rohan Mehta<br>30081207   | Document Complete   | 17 Mins | 17 Mins | 17 Mins | Today<br>10:30 Am       | Payor Asterra     | IPC     | Cancel | SMS Sent    |
|  | Admission Request | Mei Ling Tan<br>30094432  | Document Incomplete | 17 Mins | 17 Mins | 17 Mins | Today<br>12:10 Pm       | Payor Crestwell   | NON-IPC | Cancel | SMS Sending |
|  | Admission Request | Linda Carter<br>30097731  | Others              | 17 Mins | 17 Mins | 17 Mins | Today<br>09:40 Am       | Payor Lumira      | NON-IPC | Cancel | SMS Failed  |
|  | Current Admission | Aisha Khan<br>30091508    | Document Complete   | 17 Mins | 17 Mins | 17 Mins | Today<br>09:05 Pm       | Payor Northvale   | IPC     | Cancel | Not Sent    |
|  | Admission Request | David Chen<br>30028066    | Document Complete   | 17 Mins | 17 Mins | 17 Mins | 12 Aug 2025<br>09:15 Am | Payor Everbright  | NON-IPC | Cancel | SMS Sent    |
|  | Current Admission | Sarah Walker<br>30033517  | Document Incomplete | 17 Mins | 17 Mins | 17 Mins | 18 Aug 2025<br>11:40 Am | Payor Solmark     | IPC     | Cancel | SMS Sending |
|  | Current Admission | Arjun Reddy<br>30048820   | Document Complete   | 17 Mins | 17 Mins | 17 Mins | 21 Aug 2025<br>02:20 Pm | Payor Verdano     | IPC     | Cancel | SMS Sent    |
|  | Admission Request | Hiroshi Sato<br>30051184  | Document Incomplete | 17 Mins | 17 Mins | 17 Mins | 16 Aug 2025<br>06:50 Am | Payor Pinehaven   | IPC     | Cancel | SMS Failed  |
|  | Current Admission | James Bennett<br>30067209 | Document Incomplete | 17 Mins | 17 Mins | 17 Mins | 19 Aug 2025<br>01:15 Pm | Payor Caldera     | NON-IPC | Cancel | SMS Failed  |
|  | Current Admission | Ananya Iyer<br>30072335   | Others              | 17 Mins | 17 Mins | 17 Mins | 23 Aug 2025<br>08:15 Pm | Payor Brightmoor  | IPC     | Cancel | Not Sent    |
|  | Admission Request | Olivia Grant<br>30088401  | Document Incomplete | 17 Mins | 17 Mins | 17 Mins | 26 Aug 2025<br>10:05 Am | Payor Harborstone | NON-IPC | Cancel | SMS Sending |

IGL CASES · TICKETS RAISED & ASSIGNED ACROSS THE HOSPITAL

## The whole letter, on one ticket

Rohan Mehta

30081207

Admission

IGL Ticket Details

Admission Date

Patient Type

Insurance Company

Admission Doctor

Ticket Assignment

Document Status

IGL Status

Log IGL Submitted

Log IGL Approved

Log IGL Rejected

Patient, payor, doctor, assignment and status — **Submitted, Approved or Rejected** — recorded manually or automatically, for admitting and discharging patients alike.

## Every step, time-stamped

Mei Ling Tan

30094432

Admission

IGL Detailed Ticket Log

Accepted

Assigned

Deferred

Submitted

A detailed log from **creation to outcome** — accepted, assigned, deferred, submitted — so the time between teams is visible and owned, never assumed.

## WHEN THE WAIT ISN'T YOURS — AND WHEN IT'S OVER

Aisha Khan

30091508

Admission

IGL Deferment Record

Deferment Reason

Deferment Duration

Deferment Owner

Deferment. Pause the clock for hospital, doctor, insurer or patient-owned waits — reason, duration and owner on record.

David Chen

30028066

Admission

Comments / Notes

Comments Log

Notes. Ground staff log step-by-step progress on the ticket, so the next person picks up where the last left off.

Sarah Walker

30033517

Admission

IGL Cancel Ticket

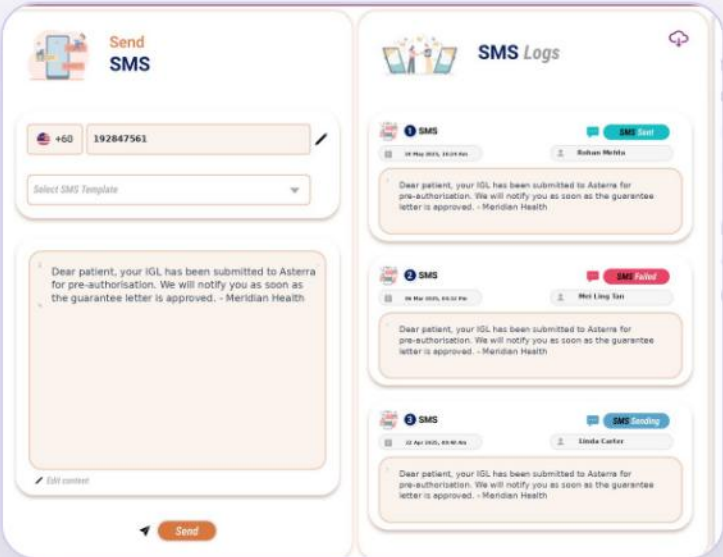
Cancel Reason

Cancel Date

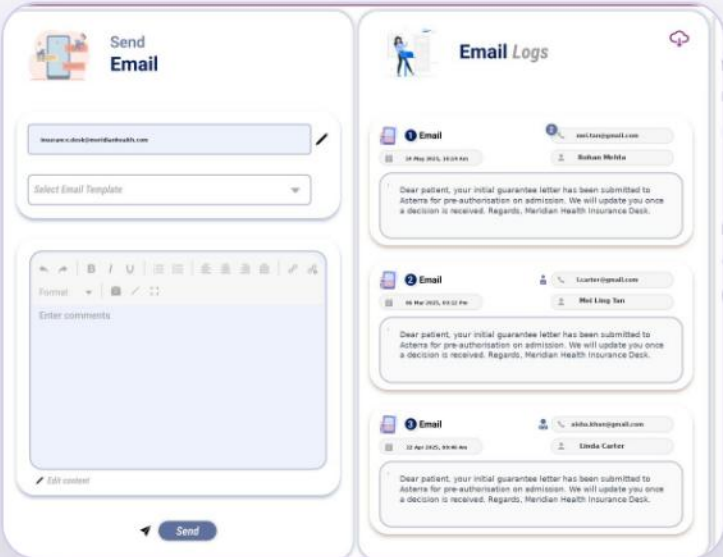
Cancel. Close out an IGL / FGL dependency when it's no longer needed — cleanly, with a reason.

# Chase it without leaving the ticket.

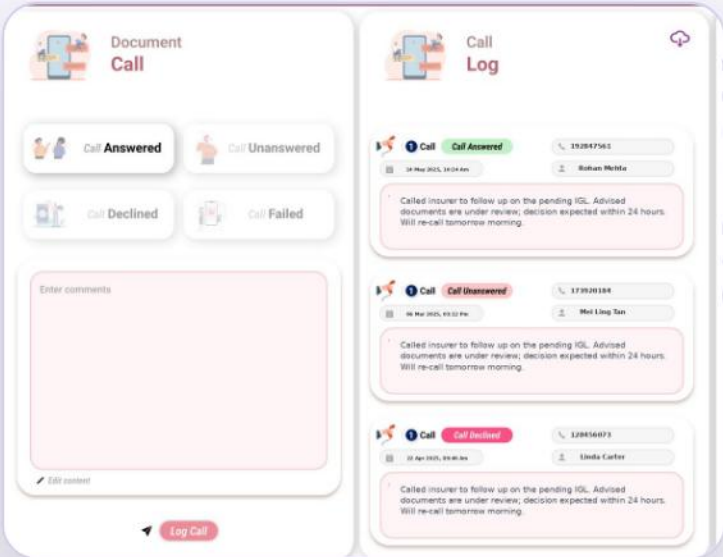
The fastest way to shorten a wait is to act on it the moment it shows. Every follow-up — text, email or phone call — happens from inside the ticket and is logged against it, so the chase is part of the record, not a sticky note.



Send an SMS for the IGL / FGL ticket — direct from the app, with a full send log.



Send an email to the insurer or stakeholder for the ticket, without switching tools.

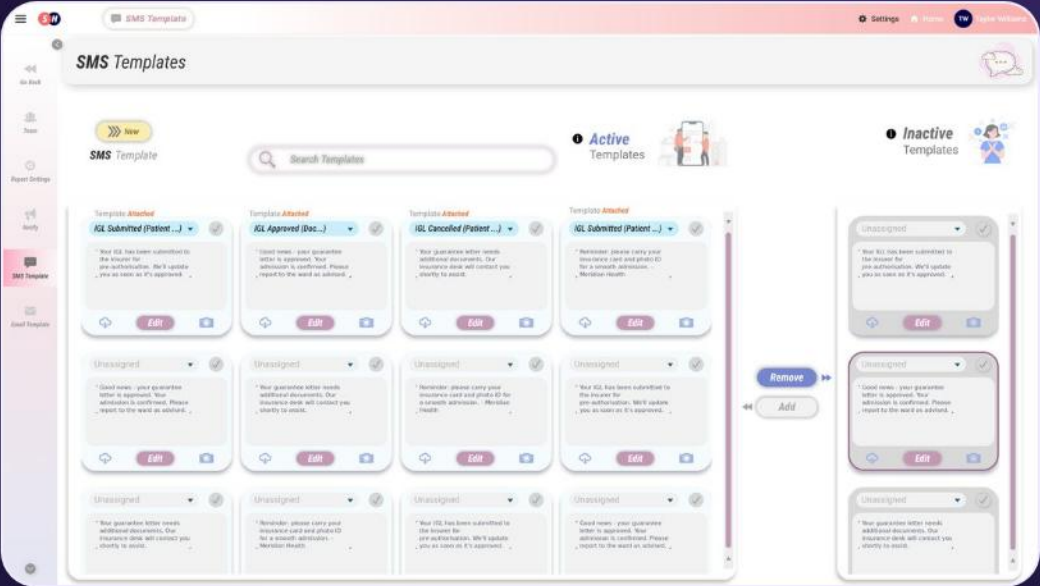


Log every call made on the ticket — who, when and the outcome, on the timeline.

SAY IT ONCE, REUSE IT EVERYWHERE

## Templates, so the right message goes out in seconds.

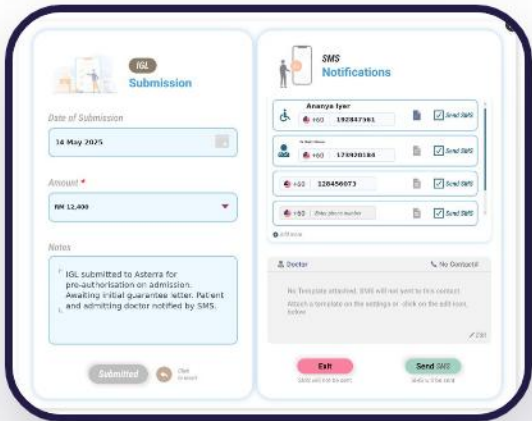
Create and reuse **SMS & Email templates** for automatic or manual updates to patients, doctors and staff — submission, approval, rejection — so the desk never re-types the same message, and every patient hears the same clear thing.



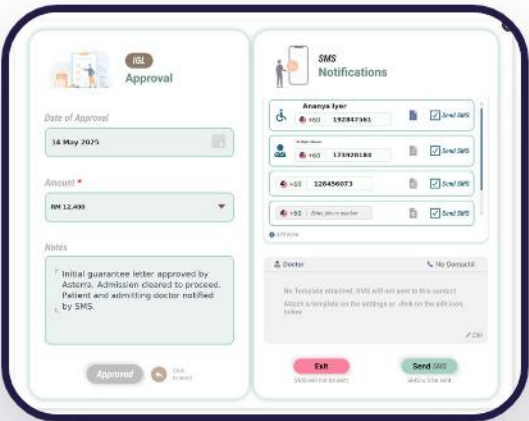
# Everyone informed, automatically.

Half the calls to the desk are simply "any update yet?". InsuranceNOW answers them before they're asked — the patient and the admitting doctor are notified at every turn of the guarantee letter, for both IGL and FGL.

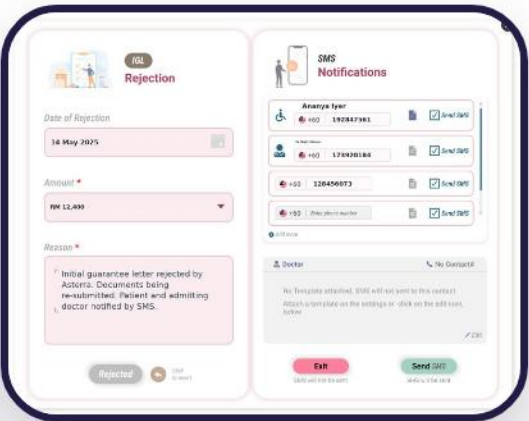
AUTOMATIC SMS · SUBMISSION → APPROVAL → REJECTION



SUBMITTED TO INSURER



APPROVED — CLEARED



REJECTED — RE-WORKING

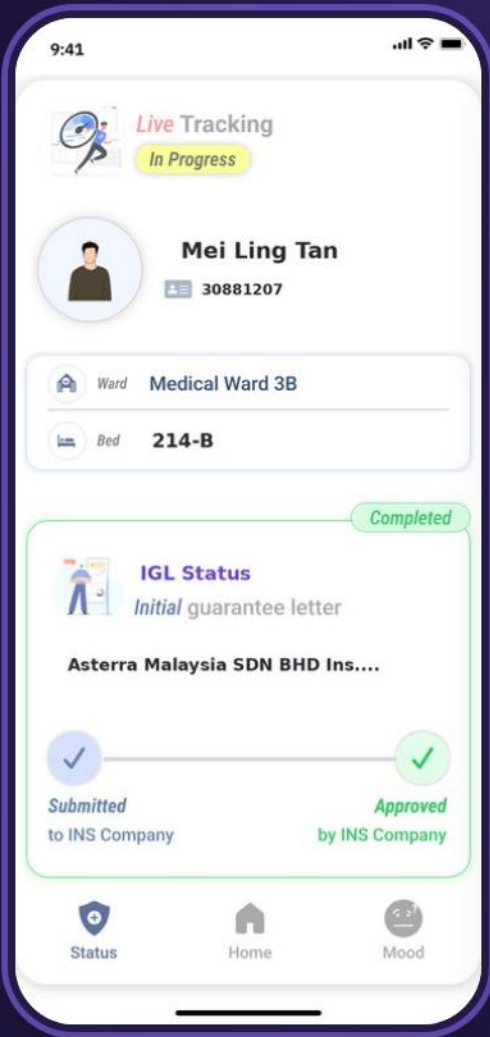
Manual or automatic SMS to the **patient and admitting doctor** on every change of state — submission, approval or rejection of the IGL / FGL with the insurer.

PATIENT CONNECT · LIVE ON THEIR OWN PHONE

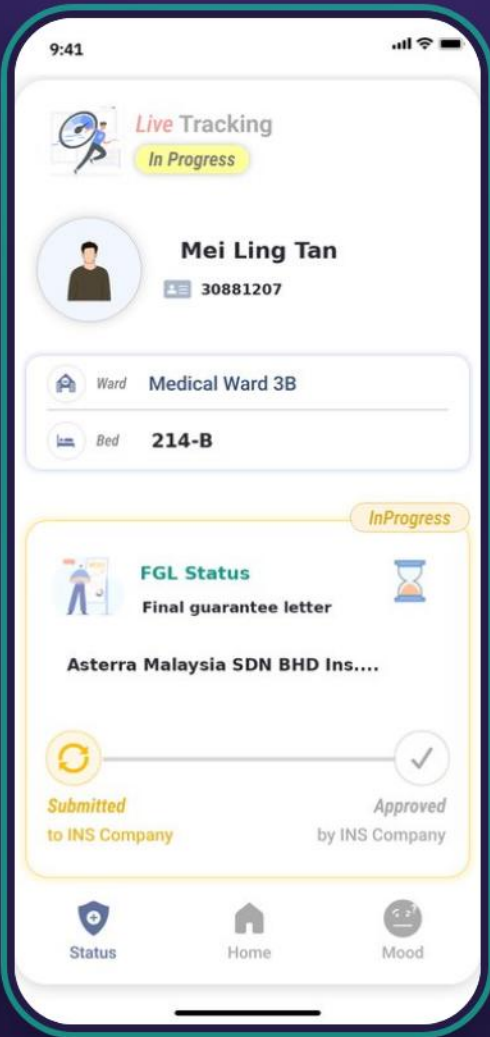
## While they wait to be cleared, they can watch it move.

One scan puts the guarantee-letter journey on the patient's phone — **IGL status live** on admission and **FGL status live** at discharge — submitted, in progress, approved, with ward and bed on the card. Fewer calls to the desk, and a patient ready to move the moment the letter clears.

- IGL · LIVE
- FGL · LIVE
- WARD & BED ON CARD



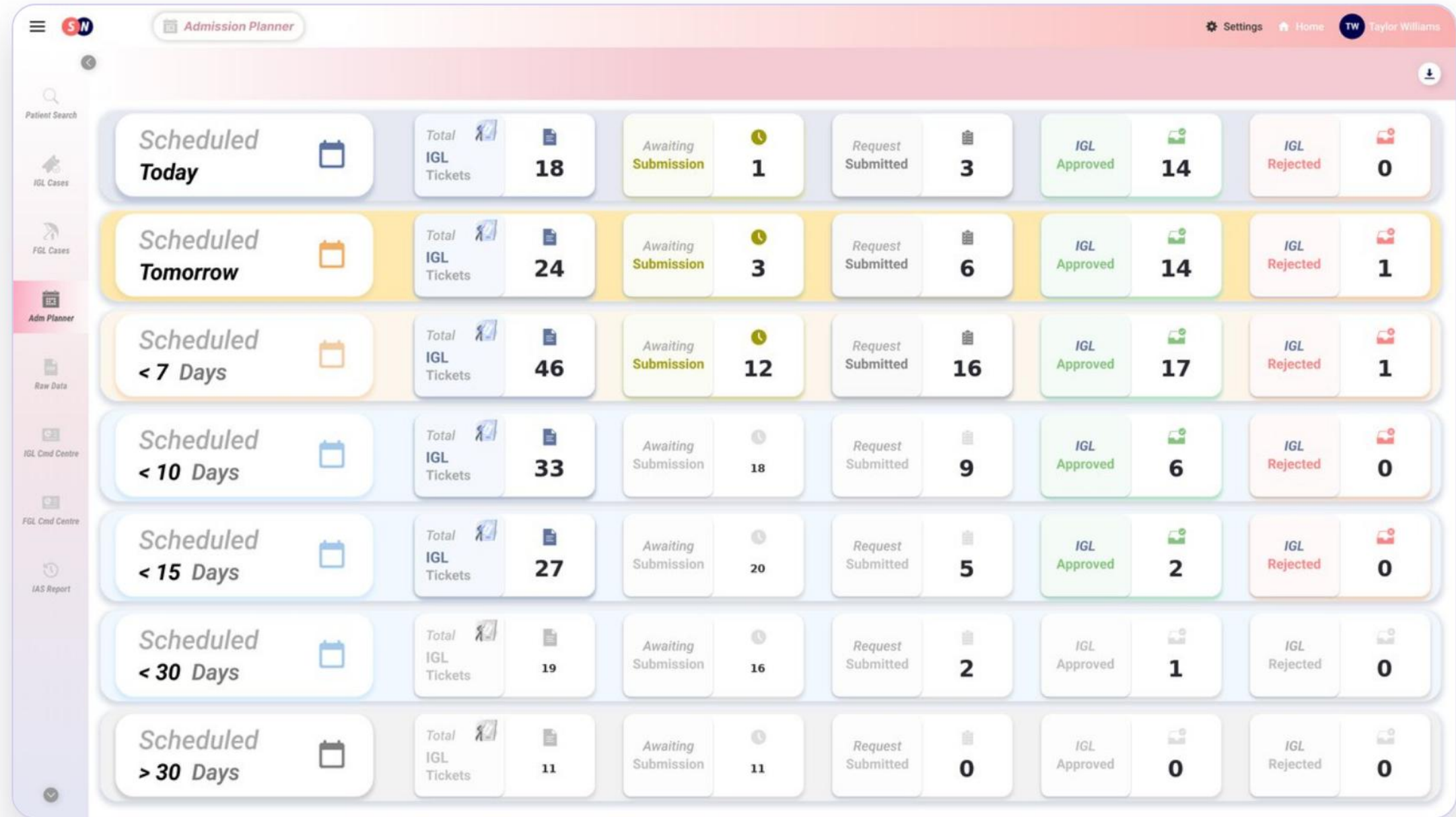
IGL · ON ADMISSION



FGL · AT DISCHARGE

# Plan the admission. Prove the result.

The shortest wait is the one that's already handled before the patient arrives — and the wait that keeps shrinking is the one that's measured. InsuranceNOW does both ends.



ADMISSION PLANNER · GUARANTEE-LETTER STATUS, UPDATED LIVE BY SCHEDULE WINDOW

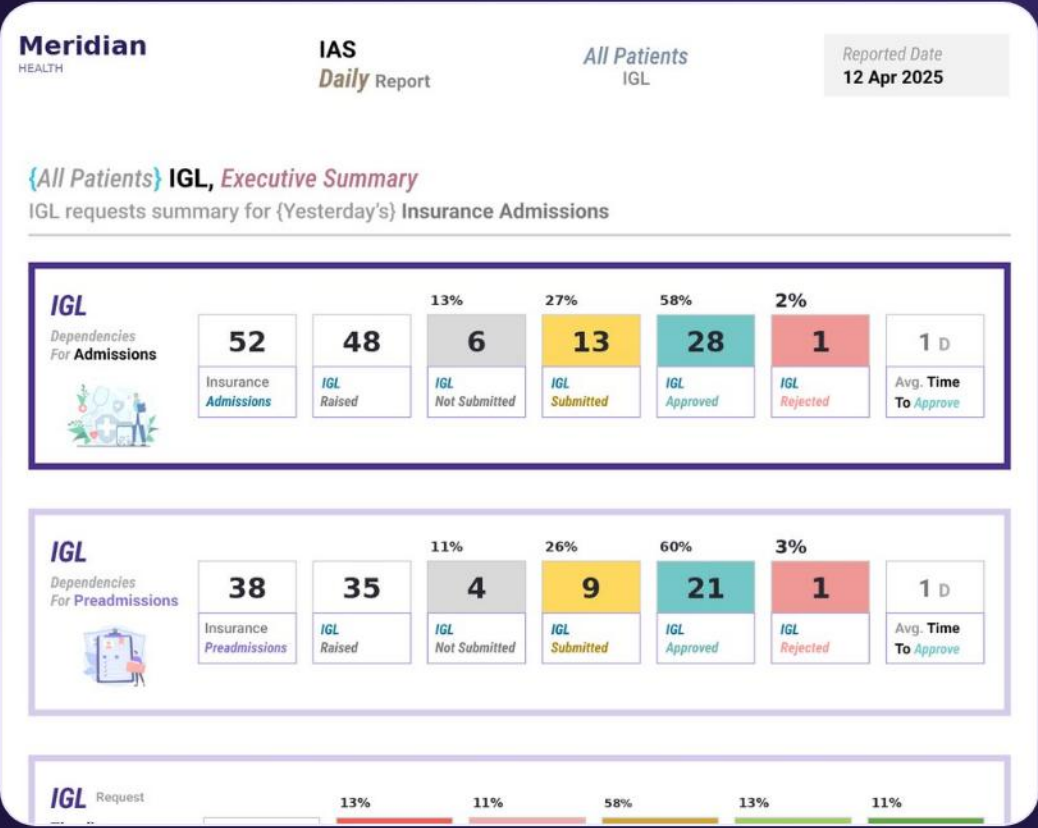
An interactive planner that reads in real time — scheduled today, tomorrow, this week, this month — with total IGL tickets, awaiting submission, submitted, approved and rejected for each window. The pre-authorisation is sorted out **before** the bed is needed, not at the door.

## AUTOMATED PERFORMANCE REPORTING · BY EMAIL

### The number, in writing. Every day. Every month.

Daily executive summaries and monthly SOP & interval-wise reports reach stakeholders automatically — IGL / FGL raised, submitted, approved, rejected, and time in every interval. **The questions get answered before they're asked.**

- DAILY · EXEC SUMMARY
- MONTHLY · SOP & INTERVALS



### One objective — a shorter average visit time. Every feature pulling the same way.

InsuranceNOW runs on the same SOPEONOW platform as **OR NOW, ER NOW, Discharge NOW and Patient Connect** — one system underneath, nothing new to maintain. Book a walkthrough and watch insurance stop holding your beds.

- WWW.SOPEONOW.COM
- BOOK A WALKTHROUGH