



**For Immediate Release**  
Sept. 26, 2008

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**Hurricane Ike Unable to Hinder Global Clients**  
*Preparation and partnerships keep revenue cycle management  
on track during devastating storm*

HOUSTON – Clients of [Global Healthcare Alliance](#) (Global) discovered that despite the fury of Hurricane Ike, Global continued to fulfill the needs of all its clients without interruption.

As a Houston-based health care revenue cycle management service provider, the Global leadership team recognizes the need for contingency plans during hurricane season. The company's hurricane plan not only addresses the safety and needs of its employees and offices; it includes activities to ensure clients do not suffer downtime due to inclement weather.

“Global remained open for business as a result of not losing power at our corporate office or at [CyrusOne](#), the Tier 4 data center that manages our operating system,” said John Adams, president and CEO of Global. “Our clients had 100 percent access to our operating system throughout the storm, and our offices opened as usual Monday morning following the storm.”

Following the devastating storm that crossed numerous state lines, many of Global's clients expressed their appreciation for Global remaining accessible throughout and after the storm.

“As a new client, I am impressed how Global lived up to its reputation for exceptional customer service in the face of extraordinary circumstances,” said Dr. Gery Smith, orthopedic surgeon in Fort Worth, Texas.

Businesses along the Gulf coast understand the importance of planning for inclement weather. Global selected CyrusOne for its reinforced concrete walls and roof designed to withstand Category 5 hurricane winds. In addition, CyrusOne maintains nine generators and plentiful fuel in the event of an extended loss of utility power.

In addition to ensuring CyrusOne was equipped to handle the storm, Global remained open until noon the day of the hurricane performing necessary billing and cash posting functions.

“Global understands the importance of cash flow to our clients and the responsibility we have in maintaining business services – even when Mother Nature has other plans,” Adams said.

For more information about Global and its range of services, visit [www.globalhca.com](http://www.globalhca.com), or call (800) 457-9269.

**About Global Healthcare Alliance**

Global Healthcare Alliance (Global) provides revenue cycle management services to health care providers and Web-based claims processing software for IPAs and health plans. Global offers three products built on the award-winning globalcentara<sup>SM</sup> platform: globalcentara Provider<sup>SM</sup>, globalcentara Payor<sup>SM</sup> and globalcentara IPA<sup>SM</sup>. For more information about Global Healthcare Alliance, visit [www.globalhca.com](http://www.globalhca.com), or call (800) 457-9269.