

Insurance Claims Authorizations

A Major Insurance Company Uses an Advanced Automated Document Solution to Process Claim Authorizations

PROBLEM

A leading Health Insurance company regularly receives more than 1,500 authorization faxes daily from multiple healthcare providers. Currently, each fax is processed by one of eight full time reviewers who must view the fax image, identify the insured it belongs to according to a unique alpha numeric identifier, manually save the fax image, open their enterprise care management system and then manually enter data along with the image itself into the insured's account record. Despite all documents being electronic images, there was not a common form or location of the required data on each fax and the manual workflow was cumbersome and inefficient. As volume increased, it was readily apparent that SLA targets were in jeopardy and just adding additional resources was not the solution to this problem.

CUSTOMER REQUIREMENTS

The customer was ultimately looking to streamline their authorization process, increase the level of accuracy and re-purpose resources across other areas of claims handling. The company was expecting to increase their membership significantly through acquisition and needed a solution that would support higher volume with the same or less dedicated resources.

SOLUTION

An integrated solution that leveraged *Dynamic OCR* and *Database Validation* with the ability to create real time updates to their back end enterprise care management system was required. Their new process includes PSIGEN PSI:Capture software integrated with their RightFax by Open Text Fax Server to auto-extract their incoming fax images, OCR the full page looking for specific values and then validate those values through their customer database. Once confirmed, the system can extract the needed data, find the record it belongs to, and attach the image and a standard note for documentation of the authorization. Those authorizations that can not be automatically matched are placed in a queue for a manual review.

CONCLUSION

The new automated process is completed in less than 10 seconds per authorization, as opposed to more than 90 seconds previously. As the company is expecting increased enrollment and volume, this automated solution will help maintain SLA's and costs. The accuracy rate has exceeded previous levels and the dedicated resources required to process authorizations have been reduced to less than two full time equivalent reviewers. The company is currently reviewing other departments and other paper based processes for similar automated functionality.

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SOLUTION COMPONENTS

- ▶ Open Text Fax Server, RightFax Edition
- ▶ Brooktrout SR140 IP-Based Fax Communication Layer (Dialogic, Inc.)
- ▶ PSIGEN PSI:Capture

VENDOR BACKGROUND

Advantage Technologies, Inc. is one of the country's leading integrators of network fax, enterprise fax, automated document delivery and processing, and document based capture solutions. Our goal is to help customers find affordable, flexible, and scalable solutions to improve document based processing, improve efficiencies, and reduce costs. All of our solutions deliver clear, immediate ROI. The company is an Authorized Support and Platinum Partner for RightFax, PSIGEN, and Dialogic product lines.

- ▶ **About PSIGEN Software, Inc.**

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy.

- ▶ **About Open Text**

Open Text, an enterprise software company and leader in enterprise content management space. The company's RightFax Edition software is the leading fax server, enterprise fax, and electronic document delivery and reception platform available today. Working through a partner channel, the company brings together leading technologies to help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance and improve market competitiveness.

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