

Leading Medical Company Streamlines Processes and Secures its Documentation

A leading regional medical review company has implemented a web based platform to support storage and retrieval of case files and eliminate the email based approval process while maintaining compliancy with governmental regulations. The solution enables companies to manage all quality data files and to ensure data accuracy. This has reduced costs and delays traditionally associated with the manual paper-based process and changes to data files.

Business Overview

The Health Care Excel Medical Service Association is a nonprofit, medical review organization. It is the most experienced provider of health care reviews in the region and for both Medicare and Medicaid.

Challenge

As a nonprofit entity, HCE is always searching for ways to improve its business processes and extend better service at a lower cost. The organization needed a document management system that would allow multiple document types. HCE had an immediate need for a departmental electronic document management solution in the claims areas, some of which involved the storage of scanned images. At the same time, HCE wanted a scalable solution that could become an enterprise standard.

Solution

The company was using optical character recognition (OCR) to capture approximately 85 percent of claims processing volume. Aged microfilm technology was used to capture the remaining claims documents that were not OCR-friendly. Still HCE was not able to electronically approve, forward for further review or perform other administrative functions without utilizing the paper-based world or trying to complete via email. HCE contacted Conperio Technology Solutions to implement a content/document management platform. HCE is now able to capture these documents directly into the repository and provide access to approvers while maintaining strict business rules and HIPPA compliancy. Case files now have the ability to be electronically checked into the application and routed through the business process streamlining the approval process. Agents now maintain easy access to the case files at each step in the process tremendously enhancing the customer service experience. The Conperio solution now handles all of the organization's claim documents.

Results

HCE's solution dramatically reduced the time it took to locate and approve claims and substantially improved customer service. Instead of lengthy document retrievals in response to a customer call, agents could find relevant documents in less than two minutes. The incidence of misplaced documents decreased as well. The organization also added workflow to its solution, creating a streamlined process that integrates with the governments reporting system.

Solution Overview

Customer Profile

One of the regions leading medical review companies. Provides innovative, effective data designed to streamline government process for Medicare and Medicaid.

Business Situation

Client needed a way to secure case files eliminating a paper based document library.

Solution

A web platform utilizing .NET and SQL Server for storage, approval and retrieval of documents.

Benefits

- Reduced retrieval time
- Fast, simple usability
- On the fly, dynamic filtering of document files
- Reduced staffing
- Compliance with regulatory legislation
- Reduction in man hours

