

Bridging the Gap

PaperFree Corporation closes the gap between paper and digital remittance and claims processing for healthcare organizations



PaperFree Corporation provides technologies to help healthcare organizations maximize their operational investments and ultimately provide their customers and patients with the best service and care possible.

Let's face it - healthcare organizations have their share of struggles when it comes to the medical billing department. According to Chris Deelsnyder, senior vice president and managing director for government healthcare solutions at Affiliated Computer Services, the ability to get healthcare information into a repository where it can be analyzed is exactly where the industry needs to go. While there are innovative solutions available to make this happen, there continue to be roadblocks specifically when it comes to the electronic processing of healthcare payments and claims.

To be fair, there are several key reasons why the healthcare industry hasn't made great strides towards electronically processing such data. First of all, there is the sheer volume of paper involved. When you are working with hundreds of thousands of tangible documents, there is an unavoidable time constraint. It can be overwhelming to even consider, much less undertake the task of digitizing so many forms. Most healthcare systems also have a lack of systems integration and interoperability, in addition to highly fragmented processes, and are often not proficient when it comes to inter-departmental communication. Other challenges include loose standards, opposition from administrators who don't see the value or potential ROI of a system, and a lack of funding for non-clerical IT initiatives. And finally, there are extremely stringent security, compliance and privacy requirements in the healthcare industry which adds further difficulty when it comes to making information digital.

The good news is that PaperFree Corporation currently offers technologies that are helping healthcare organizations address these challenges. PaperFree offers document scanning and enterprise workflow solutions that provide immediate cost savings and improvements in processing medical insurance claim forms, as well as medical bills and healthcare-related remittance forms.

As one of EMC's premier partners, PaperFree has years of proven experience in the business of healthcare as well as in understanding the best use of automation technologies. These technologies ultimately help control the high administrative costs associated with healthcare, and these savings eventually trickle down to patients, which is a huge promotional benefit for any healthcare organization.

The Paper Burden

To demonstrate, let's take a look at medical payments. Medical payments are inefficient. Healthcare organizations suffer from manual reconciliation processes and a lack of system integration among their numerous departments. The cost savings of capturing healthcare data and converting it into electronic information can be significant. According to a recent TAWPI article, in healthcare payments, for instance, the AHIP (America's Health Insurance Plans) Center for Policy Research found that a payer saves \$0.78 for every claim processed electronically, and \$1.20 for every claim that is auto-adjudicated. What's more, while only 10 percent of payments are paper-based, they cost 400 percent more to process than the remaining 90 percent of payments! This is according to Lind Zang, assistant treasurer of University of Pennsylvania Medical Center. It is an unbelievable statistic, yet one that shows just how important PaperFree Corporation's technologies are for healthcare organizations.

With such incredible numbers and savings, the rational approach is to move towards being 'paper free'. To do this, healthcare organizations must start by image-enabling their existing paper workflows and processes such as claims and remittance processing. These image-enabled solutions must integrate with existing and emerging systems and provide benefit to both payers and providers.



Automation for Your Unique Needs

ClaimPack supports a variety of standard healthcare claim forms



CMS-1500



UB04



Dental
Forms

PaperFree Corporation has deployed image-enabled solutions to assist with medical claims, correspondence and payments. With products like EMC's Captiva ClaimPack, healthcare organizations can automate the capture and processing of healthcare claim information with a proven accuracy rate of up to 99 percent. Yes, you read that correctly – 99 percent! ClaimPack supports a variety of standard healthcare claim forms, including CMS-1500, UB04s and dental forms and a typical automated system can easily process tens of thousands of claim forms per day because of its scalable architecture. The extracted information gets validated and exported to a variety of claims management systems—all without the need for manual intervention.

It is safe to say that healthcare organizations reap huge benefit by having tools available for processing invoices, customer orders, insurance claims, tax forms, and credit applications. New West Health Services of Helena, Montana recently discovered these advantages after PaperFree Corporation provided them with a complete solution to automate processing of medical claims using EMC's Captiva FormWare ClaimPack™ product.

New West's Solution

New West processes tens of thousands of medical claims each month. Historically, they had effectively accomplished this task by keying claims directly into their adjudication system. They came to PaperFree seeking to leverage their investment in EMC's ClaimPack knowing that PaperFree's new technologies would integrate seamlessly with their existing systems and result in faster claims processing. PaperFree's services included the design, development, implementation, testing, and training needed to successfully take New West to the next level.

New West is just one organization that realizes the healthcare industry has spent far too long shuffling far too much paper and spending far too much money to do so. Moving forward, as the healthcare industry slowly begins to follow the lead of the banking industry, data capture and workflow systems will continue to help these organizations achieve interoperability.

And PaperFree Corporation will be leading the way.



Did You Know:



Fifteen percent or more of the country's healthcare costs go to billing and administration.



Approximately 55 percent of these payments are made by check creating a paper-intensive and costly processing stream.



An estimated 65 percent of a healthcare facility's Explanation of Benefits (EOBs) are still paper-based.



You could be automated in a matter of weeks.