

Texas Mutual Insurance



Client Overview



PaperFree's automated claim processing solution helped Texas Mutual Insurance Company scan, capture and manage incoming documents. PaperFree's technology solutions and industry expertise helped Texas

Mutual achieve their goals of reducing operational costs, increasing claim processing accuracy, and submitting timely and accurate claim payments.

Business Overview

Texas Mutual is the largest provider of workers' compensation insurance in Texas. Headquartered in Austin, Texas Mutual has offices located throughout the state. Their main claim processing center is located in Austin. Texas mutual strives to process bills from medical providers quickly and efficiently.

Challenges

Workers' compensation insurers typically receive high volumes of incoming mail, fax, email, and web submittals that can contain documents from a variety of sources. Texas Mutual is a prime example of this; during peak days they were manually processing thousands of pages each day. This high volume of incoming documents meant employing a large staff of highly trained professionals to keep up with the demand. Much of the work being processed by their workforce each day was done through manual or semi-automated processes. Also, as their business grew, it seemed their technology solution could not. It was not a scalable platform and was very limited in its ability to be customized to meet their growing needs. This resulted in a very challenging work environment and ultimately, customer service concerns. Texas Mutual knew they had to find a better way to process incoming medical bills, increase data accuracy, and create more efficient document management workflows. In addition, knowing their business was growing more and more each year, it became clear to them that it was imperative they find a technology solution that could meet their needs today and well into the future by being both easily scalable and customizable.

Immediate ROI

After working with PaperFree, Texas Mutual:

- Successfully reduced its bill processing time to just days
- Maximized their workforce through use of improved automation (ICR/OCR)
- Updated their technology to a more efficient, stable, and scalable solution

Benefits

Significantly Reduced Operational Costs

Reduced or eliminated manual processes thereby increasing overall efficiency

Increased Overall Accuracy

Medical bills are processed without errors and with less effort

Eliminated Growth Concerns

Replaced older technology with a new scalable solution that grows with ease as business needs expand

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PaperFree Solution

PaperFree helped Texas Mutual address their document processing challenges through the use of Captiva, EMC's automated data capture product suite. This suite of products includes (but is not limited to) InputAccel, FormWare and ClaimPack.

EMC's Captiva product suite digitizes and homogenizes incoming mail, fax, email, and web submissions. The products then identify and classify key information to determine document type, route it through a data capture workflow which includes exception handling, and then exports the captured data and images directly into backend systems and/or image and data repositories.

EMC's Captiva ClaimPack product is specifically designed to capture information from CMS-1500 and UB04 forms and can do so with 100% accuracy through the use of cutting edge ICR\OCR technology and the employment of complex business rules and data validation methodology. The software uses improved imaging and intelligent recognition technologies to capture data from the forms. It then typically validates this data against backend databases or tables. When the data is confirmed as being accurate, it exports the captured data and images without the need for manual intervention. EMC's Captiva product suite is a fully-scalable solution that can process virtually limitless volumes of documents each day.

Key Benefits

By working with PaperFree to implement their new automated workers' compensation claims processing solution, Texas Mutual ultimately reduced or in many cases completely eliminated the burdens associated with the processing of high volumes of incoming documents. For all incoming medical bills, they were able to significantly increase accuracy and overall processing efficiency. This resulted in faster processing, more efficient workflows and a marked increase in overall customer satisfaction. Because EMC's Captiva product suite is a scalable platform made for the growing enterprise, Texas Mutual feels confident their new solution is one they can rely on easily and effectively today and well into the future. They are currently able to process documents faster, cheaper and better through the use of PaperFree's workers' compensation solution.

Texas Mutual is now free of the burdens once associated with processing high volumes of paper documents. Isn't it time your organization receive the benefits of truly becoming paper free?

About PaperFree

PaperFree Corporation is the recognized leader in enterprise-wide information capture and management. The company is committed to providing customer-centric service to both business and government. Specializing in the capture, management, and analysis of business-critical information through the use of automation technology and/or strategic outsourcing services, PaperFree helps its customers drive their processing efficiency, increase information delivery throughout the organization, and ultimately reduce costs where it is often needed most.

For more information please call 1-888-726-7730 or visit www.paperfreecorp.com.

Business Profile

Texas Mutual

Industry

Healthcare

Location(s)

Headquartered in Austin, Texas with regional offices throughout Texas

Solutions:

Information capture; healthcare claim processing; state regulation and corporate compliance; enterprise content management; document management and workflow; digital mailroom

Products:

EMC | Captiva InputAccel
EMC | Captiva ClaimPack
EMC | Captiva FormWare

