

Imaging and Archive Services Industry Offering Brief

Health Insurance



Remove the focus from paperwork and put it on policyholders.

As much as 40 percent of the total cost of healthcare is caused by the paper shuffle. Misplaced documents translate into poor cash flow, lack of billing compliance and increasing costs.



"Inefficiencies in claims processing, whether they stem from entry errors or misplaced documents, are more costly than ever in today's highly regulated health industry. We can minimize these risks with an enterprise-wide solution that can help you typically process claims up to six times faster and significantly reduce your overhead."

John B. Jones
VP Healthcare/Health Insurance
Xerox Global Services

Documents are the primary way for health insurers to communicate and get connected to their members. Approximately 90 percent of communications are in the form of documents. With that much paper moving out of your company, improving the way you manage it offers a significant competitive advantage.

For example, with competition already intense—and becoming more so every day—effective enrollment materials and customer-friendly claims processing are more important than ever. Today's members and policyholders expect information to be clearly presented, simple to understand and timely.

THE RIGHT SOLUTION FOR YOUR CHALLENGE.

Challenge: The error-prone nature of manually keying in form data.

We use optical character recognition to scan in your forms and then index and validate the information to sharply increase the accuracy of every claim you process.

Challenge: Cumbersome claims process designed around paper.

By digitizing your documents, we can accelerate your claim workflows, which in turn can improve client satisfaction, as well as significantly decrease warehousing and storage costs.

Challenge: Missing or misfiled documents.

We scan your claims directly into a central document repository, which not only makes these documents easy to track, but also enables your staff to securely access them from any location 24/7.

Our Approach

Each day you process thousands of UB 92 and HCFA 1500 forms. It's cumbersome, prone to error and expensive. By allowing Xerox to help automate your claims process, you can speed it up, increase accuracy and cut costs.

You start by sending your claims to our off-site location to be scanned using OCR. After indexing and validating the information, we send it back to you in digital format via a secure FTP site for you to process. With the typical manual entry running about 15 claims per operator hour, we speed that up to over 100 claims per operator hour.

Xerox Global Services has decades of experience in the design and implementation of imaging and document/content management solutions that make information easier to access, yet more secure.

Along with claims processing, our imaging and document management solutions support other critical business areas such as Explanations of Benefits (EOBs), employer and physician contracts, and correspondence.

Results

Health insurers can achieve significant process improvements and savings by allowing us to help them streamline how they manage key documents such as claims, EOBs, contracts and correspondence. By making access to documents as simple as browsing the web, your staff can securely add, update and retrieve stored content 24/7 from any location.

Other typical results include the following:

- Manual keying is significantly reduced or eliminated, which decreases the potential for errors.
- Files are stored digitally so that storage space and costs are reduced.
- Information is secure and confidential, in compliance with HIPAA.
- Digitization allows for faster processing.
- Risk of lost, misplaced or misfiled information is reduced.
- Electronic storage provides redundancy for business-critical, one-of-a-kind documents.
- As paper production, copies and handling decrease, costs also fall.
- Revenue cycle is accelerated, reducing days outstanding in receivables.

The Xerox Health Insurance team has years of experience and is uniquely positioned to help health insurance providers improve the way they handle documents to make them as efficient and effective as possible. We would like to do the same for you.