Xerox® Workflow Automation Solutions for Healthcare Payers

Simplify your processes and spend more time providing high-quality customer service.
Maximize the number of enrollees. Minimize costs. And spend more time making customers happy.

Healthcare payers are under enormous pressure to drastically reduce costs while still providing high-quality customer care. Moving into the future, computerized information and communication systems will be essential in maintaining dynamic operations that are capable of delivering the best customer experience at the lowest cost.

Xerox® Workflow Automation Solutions for Healthcare Payers streamlines processes to reduce human error and improve accuracy, making it easier to focus on what matters most—helping members lead happier and healthier lives.

Our capabilities include automation of manual processes, correspondence generation, high-speed scanning of paper claims, automatic fax distribution, document tracking, storage and more.

Benefits can include:
- Lower administrative costs
- Increased productivity
- Access to data analytics
- Enhanced sustainability
- More secure customer information

Appeals and Grievances
Managing appeals and grievances can be a challenge. Both in terms of paperwork—some regions, such as New York State, experience a 45 percent internal appeal determination reversal rate¹—and in terms of quickly determining if an appeal or grievance involves a life-threatening situation that requires immediate attention. Xerox® Workflow Automation Solution for Appeals and Grievances automates the manual aspects of this process for enhanced efficiency and responsiveness.

With this solution, all patient and provider materials are submitted through one easy-to-use interface. Once the information is captured, it’s quickly classified based on priority and then distributed to the appropriate parties for review and approval. Upon completion of the process, the solution generates the associated type of resulting correspondence, whether it’s an acknowledgment notice, determination letter or payment authorization.

The solution also tracks and documents each piece of information from start to finish and, once the process is complete, stores it in a secure repository for easy retrieval during independent reviews.

With Xerox® Workflow Automation Solution for Appeals and Grievances, you can:
- Deal with high volumes and meet tight deadlines
- Keep a detailed, trackable trail of every approval and document
- Address status issues with real-time reporting and dashboards
- Reduce time, labor and costs associated with manual processing by 30–50% per appeal
- Improve response time for members and providers

Xerox® Workflow Automation Solution for Appeals and Grievances
Transform your appeals and grievances process into an entirely trackable, efficient and timely workflow.

Appeal or grievance is submitted through one interface
Information is captured and classified based on priority
Cases are distributed to coordinators based on workload
Appeal or grievance is sent to the right parties for review and approval
Acknowledgment or determination letter or payment authorization notice is generated
Between 25 to 40 cents of every healthcare dollar is currently consumed by administrative costs.²

Mobile Medicare Enrollment

Managing piles of paper forms during open enrollment can lead to lost documents, missing data and fraud. Sales representatives also fill in a large amount of information per application, making the exposure to security risks and the chance of denial by the Centers for Medicare and Medicaid Services (CMS) extremely high. In fact, the industry average is a 5–10 percent denial rate.³ With Xerox® Workflow Automation Solution for Mobile Medicare Enrollment, sales reps can increase the quality and timeliness of applications, submitting to CMS in as little as the first two days of enrollment.

Designed for ease of use, this solution allows sales reps to quickly and accurately capture prospective enrollees’ application information in the field, eliminate redundant information entry, verify for accuracy and eligibility and instantly route forms to the appropriate parties. This helps maximize the number of applications you can process while reducing cost per enrollee and providing greater transparency.

Xerox® Workflow Automation Solution for Mobile Medicare Enrollment helps you to:

- Reduce paper forms by eliminating printing and manual data entry
- Secure and speed up capture of data and documents during enrollment
- Launch forms and information immediately into workflow
- Integrate into core line-of-business (LOB) applications
- Generate letters and reports immediately

Customer Story: A leading Medicare provider eliminates delays from the enrollment process.

A Medicare Advantage provider in Puerto Rico was struggling with lost forms, data errors and a complicated application experience for enrollees. But within three months of using this solution, the insurer’s process was entirely digital:

- During enrollment, field sales reps carry tablets and leverage front office scanning to complete a dynamic e-form
- Statement of Appointment work item creates CMS-approved application forms
- Electronic signatures are captured directly on the tablet through integration with signature technology

Now, only five employees are required for data entry—down from 40—enabling the organization to direct their time and resources towards more strategic work. Even better, what was originally a six-day process now takes less than eight hours.

Streamline your process for coordinators, sales reps and enrollees alike with Xerox® Workflow Automation Solution for Mobile Medicare Enrollment.
A Continuum of Services from an Industry Leader

With over 75 years of experience helping individuals and organizations succeed, Xerox has the deep knowledge and experience you need.

Cross-Industry Solutions
At Xerox, we believe that work can work better by improving the flow of your work, simplifying and automating your document-centric processes. The Xerox® solution tools can help you cut paper-based processing costs in every department and office across your organization. Beyond the business processes that support your revenue streams, we offer cross-industry solutions to enable you to lower costs associated with your management of human resources, finance and accounting, operations, mailroom and more.

Workflow Automation Services
Our team of solution specialists can help you automate and simplify your critical document-centric processes to reduce administrative processing costs and support your compliance and customer satisfaction efforts. We offer discrete software and hardware solutions, plus design, integration, customization and deployment services, employee training and ongoing technical solution service and support.

Managed Print Services
Xerox, the global leader in Managed Print Services (MPS), can help organizations of all sizes reduce printing cost and volume, optimize device fleets and transition from paper-based to digital ways of working.

Learn more at xerox.com/was.

2 NACHA, ACH Primer for Healthcare (Revised April 5, 2013).

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