HEALTH INSURANCE CLAIMS PROCESSING

BUSINESS OVERVIEW

Healthcare providers & payers are faced with the common challenge of capturing data from Explanation of Benefits forms (EOBs) quickly, cost-effectively & accurately. Extracting EOB information & populating the data into core accounting & other management systems is essential for organizations to:

- Recognize revenue quickly
- Identify & resolve discrepancies
- Streamline processing multiple claims
- Maintain accurate customer records
- Assist with HIPAA compliance

In a highly competitive market with fickle customer loyalties it is extremely important to ensure high quality of information processing, faster turn-around & competitive pricing. Intelligent automation of business processes reduces manual efforts, enabling healthcare providers & payers to address the challenges.

DATAMATICS' NEXT-GENERATION SOLUTION

— Intelligent workflow for high accuracy & speed for processing EOBs

— Automatic capture & validation to improve compliance

— Intelligent information mining & analytics for better patient insights

— Seamless integration with existing accounting & management systems

— Dashboard view for visibility & control of EOBs

DATAMATICS' HEALTHCARE EOB PROCESSING

Receipt of EOB Documents → Mail Room → Scanning → EOB Processing using i-Q → EDI 835 Conversion → Dispatch of Output via FTP

Receipt of Check Deposit Data → Claim Data 837 PDF → Reconciliation of EDI 837, 835 & Check Data → Creation of EOB Searchable PDF Files → MIS Reports

DATAMATICS' OFFERINGS

Datamatics has a flexible approach to client relationships which can start at automating the process on a project basis & work towards an outsourced services model with volume-based payment options as per the client's comfort levels.

Consulting Services	▪ Process assessment ▪ Business process optimization ▪ Global benchmarks & best practices alignment
Services & Solutions	▪ Decentralized digitization services & processing for high security ▪ Configurable for industry specific requirements ▪ SaaS –based intelligent electronic archival ▪ Analytics & data mining for enhanced patient view
Technology Tools	▪ **iQ:** Intelligent document processing platform ▪ **iDART:** Intelligent records archival & management solution ▪ **iPM:** Intelligent workflow & Business Process Management (BPM) ▪ **iMask:** Intelligent Document Masking solution

DATAMATICS' ADVANTAGE

PROVEN TRACK RECORD	DOMAIN EXPERTISE	PLATFORM
- Experience of working with some of the world's leading health insurance companies - Datamatics Smart Document Processing platform acknowledged as a smart paper-to-ERP solution by Butler Group in a special profiling report	- Expertise in global best practices - Global experience & healthcare domain expertise - Service capabilities, through collection, processing, analytics & reporting	- Powerful blend of Intelligent platform & managed services - Real-time dashboards for visibility & control

SUCCESS STORY

A US based state healthcare provider was challenged with inefficiencies in manually processing 5000 EOBs per day. Complex documents had to be reconciled with the payments posted by payers where manual process posed quality & accuracy challenges in auditing the Accounts Receivables (AR) process with the payers & members.

Datamatics implemented end-to-end EOB processing including receipt of hardcopy EOB documents, digitization, intelligent capture, automatic image cropping, EDI data & data hosting. Extracted data could be automatically validated at any level, including service lines, patients, account numbers, diagnosis codes, etc. The solution allowed automatic data conversion to EDI 835 & searchable PDF & reconciliation of amount by batch or check & compared with source EDI 837 claim data.

The client experienced a 50% reduction in EOB processing cost with a high accuracy of data (more than 99.5%) & faster turnaround resulting in efficient cash flows & reduced AR cycle time.

ASSOCIATED SERVICES

▪ Patient record digitization ▪ Health Claims Processing ▪ Enrollment Form Processing ▪ Accounts Payables\Receivables Processing ▪ Document Life Cycle Management	▪ Business Intelligence & Data Warehousing ▪ Enterprise Content Management ▪ Workflow & BPM ▪ Intelligent Portals & dashboards ▪ Unified Information Presentment

KEY AWARDS & RECOGNITIONS

2019

2019 IBM Asia Pacific Excellence Award for Top Transformation Business Partner

Rail Analysis India Awards 2019 for Automated Fare Collection technology

CIO Choice 2019 Recognition for Robotic Process Automation

2018

Best Cognitive Technology Provider by Computer Society of India

7th Global Economic Summit 2018 – Services Category

NASSCOM Analytics Challenge 2018 – Fraud Detection Solution

ABOUT DATAMATICS

Datamatics is a technology company that builds intelligent solutions for data-driven enterprises to improve their productivity and customer experience.

The company portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics, which are powered by Artificial Intelligence.

Datamatics also has established products in Robotics Process Automation, Advanced Analytics, Business Intelligence and Automated Fare Collection. Datamatics services over 450 clients across diverse verticals including Banking & Financial Services, Insurance, Manufacturing, Transport, Travel & Hospitality, Media & Publishing, Retail, and e-Commerce. Headquartered in Mumbai, the company has strong presence in the USA, Australia, Asia, Europe, and the Middle East with global employee strength of 10,000+.

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