

## Healthcare Payers

*Optimize document-driven claims processes*

*All of our production scanners help healthcare payers speed delivery of critical information to downstream systems, in turn, accelerating claims processing turnaround and enhancing customer service. The superior image quality provided by ImageTrac scanners also helps maximize data capture and ECM investments.*

The combination of the unsteady economic recovery, tight margins, and growing pressure to reduce operational costs as a result of federal health reform is forcing healthcare payers take a hard look at their document-driven processes to find new ways to meet customer needs while lowering expenses.

To address these challenges, ibml provides end-to-end document scanning and capture software solutions that enable healthcare payers to reduce operational costs, accelerate downstream access to critical information, improve reporting and analytics, enhance customer service, and meet data security and regulatory compliance requirements.

ibml's solutions help healthcare payers:

- Reduce claims management costs
- Speed delivery of critical claims information to downstream systems
- Improve data capture turnaround to accelerate claims processing and enhance service
- Eliminate manual tasks to reduce exceptions and mitigate potential corporate risk
- Ensure regulatory compliance through audit trails and document control and tracking

Every day, ibml solutions process a range of claims documents, including HCFA and UB forms.

### **End-to-End Capture Solutions**

ibml scanners, software and services combine to provide healthcare payers with an end-to-end capture solution.

ibml's ImageTrac® family of high-speed, high-capacity document scanners are proven to help healthcare payers lower operating costs, accelerate turnaround, and eliminate downstream exceptions.

To best meet the diverse needs of healthcare payers, ibml offers four classes of its ImageTrac document scanners, ranging from production desktop scanners to ultra-high-speed stand-up devices. All of our production scanners help healthcare payers speed delivery of critical information to downstream systems, in turn, accelerating claims processing turnaround and enhancing customer service. The superior image quality provided by ImageTrac scanners also helps maximize data capture and ECM investments.

ibml's Capture Suite features powerful modules that enable healthcare payers to scan pages on ibml ImageTrac and TWAIN scanners, automate document classification and metadata extraction during scan time, centralize administration and control, and analyze scanner and operations performance.

The newest addition to the Capture Suite, Synergetics, is an intelligent document recognition solution that classifies documents and extracts critical data automatically after the scanning process.

With the Capture Suite, healthcare payers can:

- More easily integrate scanners into their operations
- Accelerate job setup and reduce programming requirements
- Consolidate processing for multiple document input channels such as email, fax, mobile, web etc.
- Reduce costly and error-prone data entry to mitigate risk
- Standardize their scanning operations and the information they require
- Achieve faster return on investment
- Process original documents and allow for separate downstream processes

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What's more, through the centralized control of scanning operations, ibml's Capture Suite delivers real efficiencies and process improvements. This makes Capture Suite an ideal choice for mid-to-high volume scanning operations. With its inline intelligent document capture capabilities, Capture Suite also stands apart in shared services and mailroom and enterprise scanning environments that use a rules- and actions- based approach to minimize downstream exceptions.

#### **Let's Get Started**

ibml and our partners have a strong track record in helping streamline document-driven healthcare processes. To learn how we can help your organization, email [sales@ibml.com](mailto:sales@ibml.com).

For more information on ibml, visit [www.ibml.com](http://www.ibml.com).