

Insurance

Streamline document-driven insurance processes

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Insurers depend on timely access to critical information about customers, policies, claims, and financials. However, exploding document and data volumes, new document input channels, and increasing margin pressures are making information capture and management more challenging than ever for insurers.

To address these challenges, ibml provides end to end scanning and capture software, solutions that enable insurers 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 information capture solutions support mission-critical insurance applications, such as:

- Enrollment processing
- Claims adjudication processing
- Worker's compensation processing
- Remittance processing
- Explanation of Benefits (EOB) processing
- Medical records scanning
- Records management

No matter whether your organization is in property and casualty, life insurance, auto insurance, worker's compensation, or healthcare, ibml solutions can improve your document-driven processes.

Benefit from our Expertise

ibml solutions are proven in converting a wide range of insurance documents and forms. These include but are not limited to:

- CMS 1500, UB 04, Vision, Dental, and legacy formats
- Pre-authorizations and Pre-certifications
- Re-pricing Statements
- Explanation of Benefits (EOB) and Explanation of Payment (EOP) documents
- Medical records and X-rays
- Power of Attorney (POA) documents
- Enrollment forms
- Pharmaceutical claims
- Worker's compensation claims
- Invoices
- Legal/arbitration documentation
- Policy underwriting documents
- Correspondence

End-to-End Capture Solutions

The ibml's scanners, and software and services combine to provide insurers with an end-to-end capture solution.

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

To best meet the diverse needs of insurers, ibml offers four classes of its ImageTrac document scanners, ranging from production desktop scanners to ultra-high-speed stand-up devices. ibml production scanners help speed up delivery of critical information to downstream systems, which accelerates the claim processing turnaround and enhances customer service. The superior image quality provided by ImageTrac scanners also helps maximize data capture and ECM investments.

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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, insurers can:

- Integrate scanners into their operations more easily
- Accelerate job setup and reduce programming requirements
- Consolidate processing for multiple document input 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

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

Let's Get Started

ibml and our partners have a strong track record in helping streamline document-driven insurance processes. To learn how we can help your organization, email us at sales@ibml.com or visit us online at www.ibml.com.