

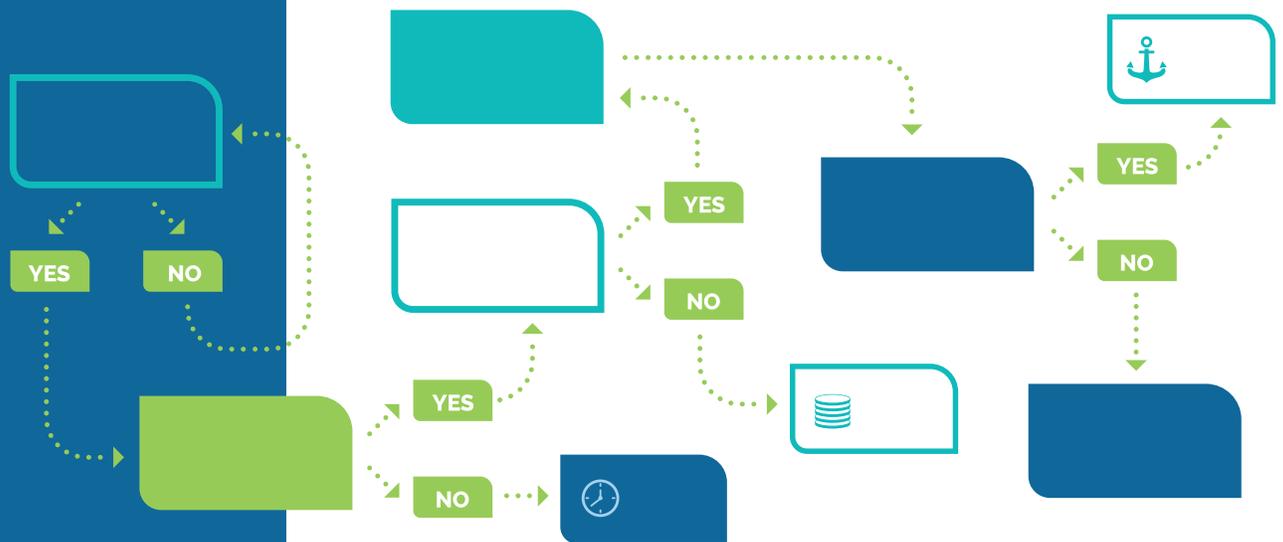


ELIMINATING CHOKE POINTS IN MEDICAL CLAIMS PROCESSING

How automation eliminates choke points and conquers CMS-1500 and UB04 forms for medical claims processors

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A SOLUTION GUIDE FOR MEDICAL AND
WORKERS' COMPENSATION CLAIMS PROFESSIONALS

CLAIMS PROCESSING: MANAGE THE HIGH COST OF HIGH VOLUME

Even as evolving regulations increase the requirement for providers to submit claims electronically, the volume of claims received on traditional CMS-1500 and UB04 forms by many health insurance and workers' compensation carriers remains very high.

The level of effort—and, by extension, the cost—to accept and ultimately adjudicate those bills are substantial. However, opportunities exist to manage and otherwise control that cost by applying specific technologies in a well-defined manner.



Paper-based processes are a key contributor to high error rates in the extraction of customer and claims data.”

POWERING THE INSURANCE CLAIMS
PROCESS WITH INFORMATION
CAPTURE AND INTELLIGENT
AUTOMATION

- KOFAX

THE CHALLENGES FACING ALL MEDICAL CLAIMS PROCESSORS: EXTRACTION AND DATA VALIDATION

Consider the medical bill ingestion process. Bills arrive either as a physical document or as an electronic representation of a document. The first required action is to determine whether the individual represented on the bill has coverage and whether the bill is part of an existing claim. Many cases require the establishment of a new claim.

Once the validity of the bill is established and related to the adjudication system, the process must determine the company's ability to pay the submitting provider. All is well if the provider is already on record. Providers new to the company, however, require the completion of many onboarding steps before the bill progresses through the process.

 *Claims management... frequently develops into a “tail wagging the dog” scenario as the timely collection of documents and accurate information takes a disproportionate amount of effort.”*

SIMPLIFYING THE FIRST MILE™ OF
INSURANCE CLAIMS PROCESSING

- KOFAX

Once the validity of the claim and provider are established, the processor must extract the actual content of the bill, either automatically when possible or as efficiently as possible by manual means. The application of extensive electronic data validation methods will identify the correctness of most data, ideally limiting the amount of manual intervention required. While machine-based validation can accomplish much, it can never eliminate the need for the quality assurance of worker effort.

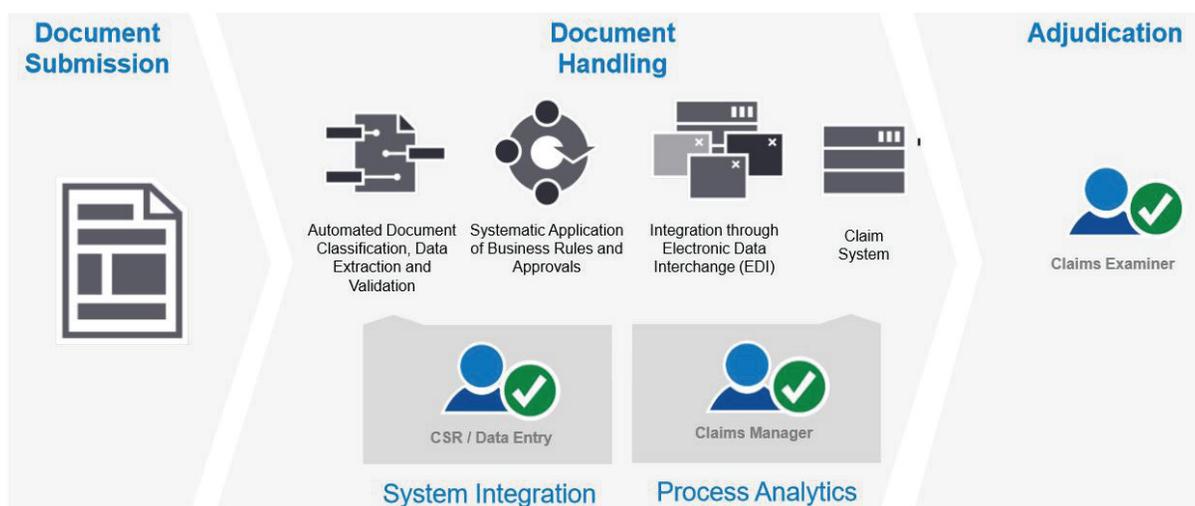
With the identification of invalid bills—whether resulting from incomplete or data, invalid data, lack of coverage, or any number of other causes—comes another document-handling challenge: Informing submitters of invalid bills and returning them consumes a substantial amount of staff time.

Kofax® Claims Agility (KCA) smart process application for TotalAgility® (KTA) offers superb recognition and validation techniques to extract data from CMS-1500 and UB04 claim forms. Organizations employing KCA should expect clean, valid data from correctly completed forms, with only a minimal amount of manual intervention.

Yet extraction and data validation are only a part of the overall set of ingestion process challenges to be solved.

THE SOLUTION: KOFAX CLAIMS AGILITY AND ACTIVECLAIM™ FROM GENUS TECHNOLOGIES

Kofax Claims Agility is a platform ready to take on the entire claim and bill ingestion process. ActiveClaim™ from Genus Technologies leverages TotalAgility and extends KCA to incorporate virtually all of the process steps contained within a typical bill ingestion workflow into a single, ready-to-deploy package.



ACTIVECLAIM: FULL-POWER RPA CLAIMS PROCESSING

Other Kofax technologies increase the simplicity of ActiveClaim's plug-and-play functionality. For example, Kapow applies tried-and-true robotic process automation (RPA) to the problem of associating claims with the adjudication system and associating providers with payment systems. Customer Communications Manager (CCM) brings configuration and efficiency to the processing of rejected claims.

Additional ActiveClaim features support the simple escalation of process exceptions to the staff with the right skills to handle them. Highly configurable quality assurance routing mechanisms ensure proper sampling and review of work executed by staff.

Carriers employ systems to handle the various components of the ingestion process. That's why ActiveClaim's modular approach to ingestion workflows works. It quickly adapts the steps that will immediately benefit from ActiveClaim's technology and integrates with other in-place system components. Processes can be gradually or fully migrated to ActiveClaim when it makes business sense.

Measurement is a core benefit of automating the entire ingestion workflow with ActiveClaim. Kofax Analytics for TotalAgility provides a simple-to-use platform for continually measuring process effectiveness, identifying bottlenecks and problems, and ensuring process changes are useful and beneficial.

SUMMARY

The ingestion of a medical claim poses a process problem. Kofax TotalAgility adds the level of control necessary to ensure cost-effectiveness in this process, while Kofax Claims Agility applies the best possible medical bill extraction and validation technology to the problem. Finally, ActiveClaim from Genus Technologies ties it all together and makes it measurable in a way that is modular and simple to implement.

NEXT STEPS

Genus Technologies offers a no-cost assessment to insurers and medical claims processors to determine the potential impact of implementing the solution described in this white paper.

To take advantage of this offer or to learn more, please contact:

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ABOUT GENUS TECHNOLOGIES

As a Kofax Platinum solution provider and recent Partner of the Year for the Americas, Genus Technologies sells and integrates more Kofax data management software solutions than nearly all other Kofax partners in the United States. Our partnership with Kofax extends more than 20 years, to 1996, making Genus Technologies one of the longest-tenured and most experienced Kofax partners you can choose. Designing, building, implementing, and supporting Kofax solutions is central to Genus Technologies, and we understand the complex document capture and processing challenges you face.





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