Managing the Human Factor with Intelligent Capture, Workflow, and Records Management

People have an average 70% accuracy rating when manually indexing documents. The inaccuracies can cause issues not only for your staff, but can subsequently affect care, billing, and efficiencies for Medicaid enrollees. Having accurate data at your fingertips prevents delays in processing and even allows you to initiate the request for missing or additional information without even reviewing the document, which can significantly accelerate turnaround.

DocFinity Intelligent Capture powered by IRISXtract™ for Documents intuitively classifies incoming and generated files, whether they are structured, semi-structured, or unstructured. DocFinity's seamless approach to Records Management includes automatically applying rules to documents based on document type; consequently, retention, accessibility, and viewing rights are all applied without any manual intervention. It also eases audits and eDiscovery compliance, as you can be certain the right information has been retained and set aside.

Intelligent Capture then automatically extracts information used for indexing and pushes data and lengthy content to other applications. Intelligent Capture can also trigger workflows—within DocFinity or other applications—based on extracted information such as claims processes, notifications, requests for further documentation, exceptions, and other correspondence.

MANAGING CONTENT FOR MEDICAID PROCESSES

Connecting People with Documents & Data

Billing

MMIS

Web Portal

Mailroom

Document Output

The DocFinity Experience

With 4,000+ users, one of the largest claims processors in the US utilizes DocFinity throughout their organization to expedite processes. Results have included:

- Medical records review process reduced from 10 days to 4
- Work distribution time reduced by 60%
- Clerical staff reduced by 50%
- Increased control with electronic document delivery
- Lower administration costs

COMPANION
DATA SERVICES®

A CELERIAN GROUP COMPANY

Efficient turnaround for recipients through document management and improved Medicaid processing.

Document Management

DocFinity is changing the way you store and retrieve files. The DocFinity Core provides you with all of the features and functionality to upload, index, store, search for, and retrieve documents, even via mobile devices for those working with enrollees in the field. Highly secure, it enables you to lock information down to the group level. The system audits every view, change, and workflow movement. In addition, the Core provides functionality to upload files directly from Microsoft Word, Outlook, SharePoint, and your mobile device. And administration for the entire system is conducted from within the same intuitive and secure browser-based interface.

Run a More Efficient Medicaid Program

Whether you're expanding Medicaid or simply experiencing a rise in enrollment, your department is feeling the pressure to accomplish more within your current budget restrictions. We understand the challenges you face and can help you meet the expectations of Medicaid enrollees and healthcare providers with your current staff and resources.

DocFinity® helps you keep your cost per recipient down while expediting turnaround on the processes surrounding Medicaid provider enrollment, member enrollment, claims, and associated wellness efforts as well as organizational processes. DocFinity Intelligent Capture, Enterprise Content Management (ECM), Records Management, eForms and BPM/Workflow will assist you with:

- Automating the capture of documents and extraction of data for use department-wide.
- Securely storing scanned documents, faxes, forms, media files or any type of structured, semi-structured, or unstructured content for access by authorized staff.
- Automating the application of file retention and staff accessibility rules around documents, assisting you with compliance initiatives.
- Image enabling systems to pull relevant documents and data held in other systems from within your MMIS or other familiar applications.
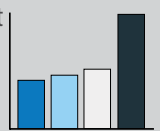
Integration and Image Enablement

The true power of DocFinity comes from integrating it with many of your line of business applications, such as your MMIS and billing system. It enables staff to continue to work in their familiar environment while DocFinity pushes and pulls data and documents needed to make decisions with a click of the mouse.

Monitoring Efficiency Throughout

When you need metrics to prove that your efforts to create a more digitally efficient environment are working, or to note what's holding you back, DocFinity can help. DocFinity Dashboards not only reports on activity within DocFinity, but can also monitor your servers, repositories, other systems, and staff productivity within other applications. In real time, view the number of accepted or denied claims, pinpoint bottlenecks due to server overload or under-staffed areas, and monitor repository capacities—all to be proactive about keeping your organization running as efficiently as possible.

On-Premise and SaaS Deployments

Purchase just the modules you need for an on-premise deployment, or gain access to the entire DocFinity Suite in a HIPAA-compliant and DOD DIACAP-secure hosted environment. Whichever method is best for you, DocFinity is backed by a highly experienced team of support specialists ready to assist you.

ASSISTING WITH:

Appeals & Grievances	Correspondence	Coordination of Benefits
Claims Processing	Federal Exchange Errors	HR Processes
Enrollment	Delivering Refunds	Contracts
Credentialing	Explanation of Benefits	Monitoring Productivity