

CLAIMS PROCESSING

Significantly reduce costs and strengthen work productivity with the introduction of an efficient, cost-effective and customer-centric system in processing claims

ESSENTIALS

- Built with reliable EMC Documentum®
- Optimized for use in the Philippines
- Tailored to handle different medical templates and terms used
- Capable of increasing productivity with reduced labor costs
- Promises an easy data capturing technique accurately
- Adept to generate summary reports and analytics for improved decision-making

REASONS FOR THE SYSTEM INITIATIVE

Claims processing involves easy steps to be accomplished like entering data, categorizing and reviewing them on the side of health maintenance organizations (HMO). But when such transaction is multiplied to hundreds and thousands of different cases, the supposedly simple processing becomes a very complicated procedure if done manually.

By being heavily paper-based in processing claims, even recording and copying information are already highly prone to errors such as typographical ones. Paper documents are also difficult to manage as they can get lost, misplaced and damaged easily. With the tedious and critical steps involved, the turnaround time that is tied to incentives is risked to a slower and delayed processing as well. These inefficiencies with inaccurate information kept then limit insurers in making better decisions and in delivering their responsibilities.

RECOGNIZING AN INNOVATIVE STRATEGY TO PROCESS CLAIMS

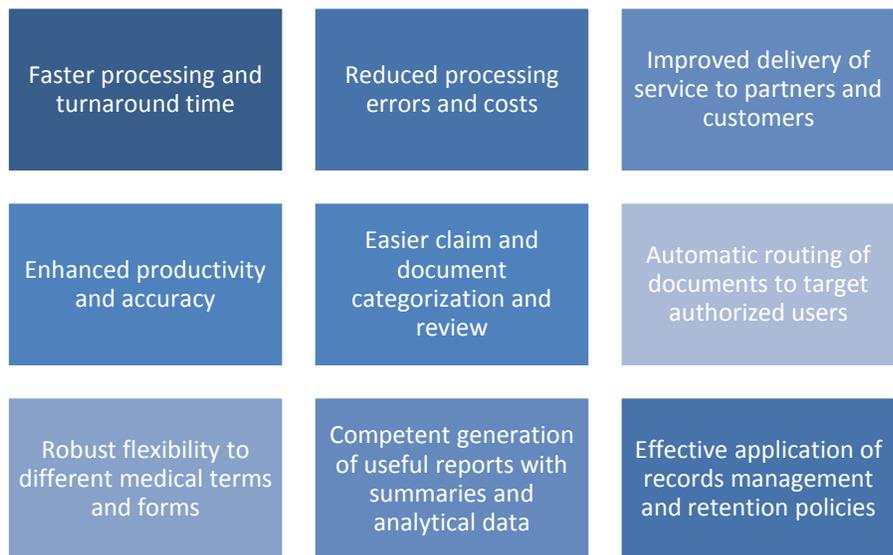
As various challenges and consequences are discovered from the manual practice of processing claims, Claims Processing by Infobuilder is offered as the new tool to revolutionize the current unproductive method. This is also to help insurers manage and process health benefit claims faster and easier. From filing, assigning of control number, processing, reviewing, and to the paying of claims, all these steps are simplified with the use of the system.

When the medical forms related to claims are received from hospitals, these documents are easily captured by scanning them. As they are scanned, data are extracted intelligently, and managed and stored effectively through an organized platform and repository. The solution can also serve multiple clients as form templates and terms used by different hospitals can be created, added and updated. Because of this, the identification and categorization of claims are automatically done to save time and effort.

Claims Processing system is also empowered with an automatic document routing capability to specific users or performers for them to accomplish their tasks on time. The performers include the scanners, extractors, processors, checkers, and MA reviewers. Records management and retention policies are also applied as documents on claims are processed. While granular data are kept accurately, the system is then able to generate more comprehensive reports that provide summaries and analytics.

BEYOND EXPECTATIONS

Designed to streamline the processing of claims, this highly scalable solution by Infobuilder offers a set of benefits that can surely overcome the challenges being experienced which includes the following:



ABOUT INFOBUILDER

Based in the Philippines, Infobuilder is dedicated to providing world-class IT services by constantly re-inventing and introducing innovative solutions to its customers. Founded in 2004, the company has achieved success with implementations in government and banking institutions, as well as large utility, oil, and insurance companies. Thanks to this work, Infobuilder has been recognized as one of the leading ECM consulting firms in Southeast Asia.

ABOUT EMC

EMC Corporation is a global leader in enabling businesses and service providers to transform their operations and deliver IT as a service. Fundamental to this transformation is cloud computing. Through innovative products and services, EMC accelerates the journey to cloud computing, helping IT departments to store, manage, protect and analyze their most valuable asset — information — in a more agile, trusted and cost-efficient way. Additional information about EMC can be found at www.EMC.com

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