# ICS DENTAL CLAIMS PROCESSING SOLUTION CREATES EFFICIENT WORKFLOWS

## A capture and processing solution for dental claims payers from Information Capture Solutions

### ESSENTIALS

- Built with EMC Captiva® Capture
- Processes all ADA regulated dental claim forms
- Captures black dental forms, even when not designed for automated capture
- Includes image enhancement
- Can embed business data into forms
- EMC Certified

### THE DENTAL CLAIMS CAPTURE CHALLENGE

Many dental insurance claims payers suffer from high labor costs and struggle with organizational stress due to a high volume of paper data. Most are ill-equipped for automated capture of this data, yet must follow regulations that require them to process a percentage of claims within specific deadlines. Beyond these compliance concerns, insurance payers' important relationships with members and providers depend on timeliness and efficiency.

The technical challenge is large: Many different kinds of forms must be processed, making automated form recognition difficult, and these paper forms are often not designed for capture. Frequently, insurers must resort to costly manual processes that slow the work and make it impossible to process claims efficiently.

### BREAKTHROUGH EFFICIENCY

The Dental Forms Processing Solution from Information Capture Solutions is an automated, high-volume claims form capture and processing solution. It processes all ADA-regulated dental claim forms quickly and efficiently—even those not designed for capture. ICS creates a complete workflow, allowing an insurance payer to process and pay a dental service provider or to reimburse plan members automatically and accurately.

Beyond its processing efficiency, the ICS solution brings new accountability and auditing capability to the claims process. The solution generates reports using an advanced system that is easily accessible, covering metrics that will show all work queues—including manual queues— and the volume of claims within them. Diverse forms can be extracted efficiently, and typically processed the same day the claim was received. Features include:
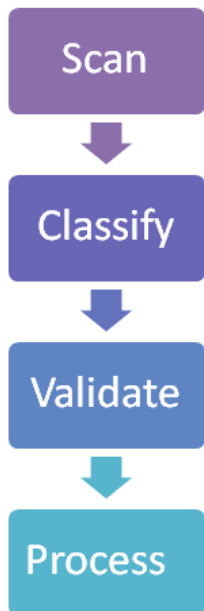
- Captures black dental forms, even those not designed for automated capture
- Built with automation and validation to reduce overall labor and increase the accuracy of extracted data
- Image enhancement module removes black lines on a form to identify the areas needed for extraction
- Often able to export data with no manual intervention
- Integrates easily with backend database and LOB applications

### WIDE-RANGING BENEFITS

This solution facilitates faster processing and greater accuracy by reducing data entry and other manual operations. Customizable and powerful, this solution can reduce costs significantly. The benefits are wide-ranging:

- Gain more control and time by handling less paper
- Leverages 'out of the box' configurations and avoids costly customization, but adapts easily to business needs
- Speed of processing improves relationships with patients, members, and partners
- Keep regulatory compliance without increasing labor costs
- Out-of-the-Box configurations offer a rapid ROI, with much of the necessary logic and business rules ready to go

*Information Capture Solutions*

EMC²®

## Scan
## Classify
## Validate
## Process

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## CASE STUDY: DENTAL CLAIMS PAYER

ICS worked with a large dental claims payer in New Jersey with the following challenge:

- Replace an RRI data capture system specifically designed for dental claims, in place for over 10 years, but outdated and inefficient
- Despite its drawbacks, the legacy system had been customized over the years and had become an integral part of day to day business
- Customer is SSAE16 certified with extremely challenging requirements around change management, security, reporting, and daily reconciliation of all incoming claims vs. exported and archived claims
- Requirement to track operator productivity, claims in each work queue, and ability to launch any queue from a single point

After implementing the ICS solution, the client has realized significant efficiencies:

- The ICS solution is now capturing over 8,000 forms a day
- ICS able to identify 3 different ADA forms and 29 different templates of these "standard" forms
- System now able to classify 80% of all paper claims received
- ICS also able to automatically perform "Black Line Dropout" along with standard Image enhancement to prepare the images for the auto extraction steps to follow
- Now capturing close to 90% of all data off of hundreds of variations of a black dental form
- Entire workflow and productivity metrics now highly monitored

## EMC CERTIFIED

ICS Dental Claims is an EMC Certified solution. EMC engineers have reviewed its architecture for functional completeness, performance, scalability, security, deployability, supportability, and interoperability with associated enterprise applications. EMC Certified solutions offer tight roadmap alignment with EMC platforms, generate a rapid return on investment, and replace expensive customizations. See www.emc-solutioncatalog.com.

## ABOUT INFORMATION CAPTURE SOLUTIONS

Information Capture Solutions is dedicated to being a recognized leader in the Enterprise Content Management market, focusing on front end document capture input management, and automating the ways data and information are brought into the enterprise. In addition, Information Capture Solutions is a complete source for all aspects of consulting, systems development, document capture, information knowledge management, and web repository services – helping companies to focus on their core business functions.

## 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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