

# HealthCare Solutions



*Village EDOCS partners with one of the leading healthcare solution providers with more than 20 million member/clients. Our solutions have enabled them to automate the routing and processing of insurance claims and confidential healthcare information faxed to any of their offices nationwide. The result has been that the right individuals designated for handling HIPAA regulated information now have immediate and secure access to documentation right on our network...this previously took weeks to process in both paper and electronic files spread across the network.* - IT Manager

Challenges	Solution	Benefits
<ul style="list-style-type: none"> <li>■ Current paper-based insurance processing was labor-intensive and time consuming.</li> </ul>	<ul style="list-style-type: none"> <li>■ Provided a secure web-based FAX solution capable of handling any volume of traffic, delivering claims and private health information in electronic format.</li> </ul>	<ul style="list-style-type: none"> <li>■ Reduced information processing time by over one half, and increased employee access to business-critical information.</li> </ul>
<ul style="list-style-type: none"> <li>■ Operating and maintaining infrastructure for handling receipt and processing of information was costly, and promised to rise with future growth.</li> </ul>	<ul style="list-style-type: none"> <li>■ Hosted solution integrated with their backend processes and systems, while eliminating any upfront investment for IT infrastructure, resources and related future growth</li> </ul>	<ul style="list-style-type: none"> <li>■ Transformed the economics to a pay-as-utilized services model.</li> </ul>
<ul style="list-style-type: none"> <li>■ Needed a workflow solution that would extend secure, instant access to health records to authorized employees in multiple locations.</li> </ul>	<ul style="list-style-type: none"> <li>■ Automation tools that identify and determine workflow process routing directly from the submitted document.</li> <li>■ Individual claims/forms are electronically delivered directly to the company intranet and business processes of individual offices and designated recipients.</li> </ul>	<ul style="list-style-type: none"> <li>■ Help in meeting private healthcare information HIPAA requirements.</li> <li>■ Meaningful business convenience savings as well as increased staff productivity in processing volumes of claims and forms each week.</li> </ul>
<ul style="list-style-type: none"> <li>■ Sought to reduce physical paper storage requirements by more easily tracking and eliminating unnecessary filing.</li> </ul>	<ul style="list-style-type: none"> <li>■ Future plans call for complete web-based document management, storage and collaboration solutions for use among departments in their daily document business-flow</li> </ul>	<ul style="list-style-type: none"> <li>■ Leveraging content across multiple channels, allowing operational scalability and bottom-line business improvement.</li> <li>■ Gain significant business continuity and disaster recovery capabilities with no investment in hardware, software or technology.</li> </ul>