

# Insurance Solutions



*A major audit company partners with employers throughout the US to help manage spiraling healthcare and operations costs, saving them in excess of \$30,000,000 annually. Their auditing and reporting activities eliminate ineligible dependents from company benefit plans, update employer's human resource databases and gathering the necessary data to meet important EEOC reporting requirements.*

| Need   | Solution  | Benefits   |
|--|---|--|
| <ul style="list-style-type: none"> <li>■ Throughout its operations, the company was using various manual and electronic means to receive and process requested information. They were using various records management practices, including disparate imaging systems, remote hardcopy storage and fax machine services; all requiring labor-intensive processing.</li> <li>■ In many cases, the process of accessing, printing and distributing documentation was not up to efficiency. They needed one system, from one source, that could pull it all together and simplify the process.</li> </ul> | <ul style="list-style-type: none"> <li>■ The solution developed is VillageEDOC's web-based hosted Application Service Provider (ASP) service for their complete document lifecycle management and workflow solutions.</li> <li>■ VillageEDOCS implemented electronic fax and email distribution/exchange of hundreds of thousands of document pages for the company, through our On-Demand hosted operations.</li> <li>■ Outgoing verification documents are then produced to both our web-based fax and print/ mail services for immediate distribution to audited employees.</li> <li>■ The phased solution provides encompasses the client's complete business flow, automating capture, archive, electronic and print distribution and workflow routing... seamlessly integrating with their current business systems.</li> </ul> | <ul style="list-style-type: none"> <li>■ The ASP service configuration immediately minimizes further capital expenditure on infrastructure and the resulting maintenance, upgrade requirements and associated overhead.</li> <li>■ Secure web-based workflow and archiving solutions helps them meet HIPAA and regulatory security guidelines for private information, and provide both a highly available and scalable environment.</li> <li>■ Elimination of disparate practices in handling paper based records, manual routing and reconciliation.</li> <li>■ Image-enabling all documents facilitates real-time customer service. Now, representatives can instantly provide customers with attachments via e-mail and fax without leaving their desktops—and without ever placing callers on hold.</li> <li>■ Immediate access to information means that processing time is significantly minimized, bringing bottom-line savings and profitability to the company...and directly to the clients that they serve.</li> </ul> |