

Panasonic Scanners

case study | facility healthcare

➤ **KV-S3065C**



Panasonic KV-S3065 Breaks Medical Record Gridlock Created By Multiple Competing Units

For Carrollton, Texas-based Injury Management Organization, which provides health care case management, cost-containment services and medical bill review and processing for certified self-insured companies, governmental worker's compensation offices, and corporate HR departments, slow, unreliable record scanning was creating an unacceptable bottleneck on the road between document intake and IMO's medical bill review analysts, quality assurance specialists, jurisdictional experts and licensed nurses.

So they switched from multiple competing scanners to one **Panasonic KV-S3065C** and almost instantly cleared up an accumulated backlog of thousands of documents while simultaneously keeping up with current input that averages over 10,000 pages per week.

According to Operations Director Gary Nelson, IMO's scanning workflow since deploying the 65ppm/120ipm **KV-S3065C** full-duplex workgroup scanner has been "fabulous, almost too good in the sense that we're pushing documents to the billing review department faster than they can process them."

Nelson's scanning department is a key component in a highly automated process to control medical costs by screening bills for proper treatment identification coding, compliance with usual and customary cost standards and state-mandated ground rules, eliminating duplicate provider billing, red-flagging improper billing practices, and reviewing hospital and pharmacy billing records.

After scanning, each new digital record is automatically filed in a client-specific folder which is pushed to the appropriate review analyst via file transfer protocol (FTP). Using dual monitors with the original image on the right and an editable copy on the left, the analyst ensures sure patient and provider identification and billing information is entered currently, checks codes already on the documents, enters generic medical codes for services rendered where needed, and indicates which items should be paid and which should be denied.

In most cases, the processed documents are then re-filed in the appropriate FTP folder and automatically forwarded to the client. For clients which require medical review of specific procedures before approving or denying a claim, the processed document is routed to IMO's team of medical experts.

Noting that he is exploring the possibility of extracting spreadsheet data directly from the scanned images and sending data files to clients rather than images, Nelson says "the Panasonic scanner has absolutely exceeded all our expectations. "It's like a race horse with almost unlimited capabilities and we're continually finding new ways to utilize them."