



1-888-OhioComp Finds More Productive Tasks For Its File Clerk

SITUATION

Managed Care Organization grows rapidly. Abundance of paperwork slows turnaround time on critical documents, overwhelms manual filing system (and file clerk).

OBJECTIVE

Reduce burden on file clerk. Streamline scanning-sorting-indexing process. Make it easier to locate files accurately. Integrate documents so users—even off-site users—have access to files from their desks. Help employees become more productive.

SOLUTION

Kodak i250 Scanner together with an OnBase solution with OCR for AnyDoc Software.

COMMENT

"This new process has streamlined our entire operation. It has shown us how we can use employees to do more productive jobs."

-Anthony Kafiti
IT Manager, 1-888-OhioComp

Until recently, 1-888-OhioComp had a typical file room with shelves, paper files, and a full-time file clerk to handle it all. But the clerk's workload was enough to keep two full-time employees busy, and she had a hard time keeping up with the volume of incoming documents.

"Finally, we just got behind by a large volume and we knew we had to make a change," says Anthony Kafiti, the IT Manager for 1-888-OhioComp. "Rather than hiring additional file clerks, we felt that a system where we could access all the documents from our claims management program would be more efficient. And we've transformed our overworked file clerk into a much happier employee who easily manages all of our scanning and indexing."

Searching for a more efficient way to find files

1-888-OhioComp is a certified Managed Care Organization (MCO) based in Cleveland, Ohio. The company processes workers' compensation claims. It currently covers more than 12,000 employers in Ohio and is the sixth largest—and fastest growing—MCO in the state.

In addition to medical case management of workers' compensation claims, 1-888-OhioComp is also responsible for the processing and payment of medical bills associated with those claims, such as HCFA 1500, UB92, and other types of claim forms. This naturally produces an abundance of paperwork.

In the past, the company keyed in all the documents then stored them in file cabinets. Manual filing was an adequate way to get things done when 1-888-OhioComp first began. But the company is growing rapidly—six years ago it had just five full-time employees. It now employs approximately 80 people and anticipates another

sizable growth year—including opening a second office in Mansfield, Ohio.

During company expansion, the file room became overwhelmed with papers—a literal mess. The huge volume slowed turnaround time on critical documents. Either the file clerk couldn't locate an entire file, or she couldn't find a particular document within a file. And when audit time came, the situation only become more critical.

Someone had to pull all the files and make sure each file included all required documents. Sometimes they had to re-create entire files. Same thing for finding the claim forms. If they were not properly filed in the first place—which was becoming more and more the norm as the volume of filing increased so dramatically—it was nearly impossible to find those forms in the future.

Locating the right solution

1-888-OhioComp began its search for a solution that would integrate its documents so employee users could access files from their desks—while working in MCO Central, its current claims management software system (designed by Marlabs, Inc.).

"The Kodak i250 Scanner offered us the quality images and speed we were looking for. So now, our operator doesn't have to spend the majority of her day scanning."



They worked with **AnyDoc** Software and looked at a number of options for electronic document storage. Ultimately, 1-888-OhioComp decided on the **OnBase** solution with OCR for **AnyDoc**. **AnyDoc** then suggested that a **Kodak i250** Scanner would be an ideal front-end counterpart.

Now, 1-888-OhioComp uses **AnyDoc** Software's core product, OCR for **AnyDoc**, to streamline the way it processes HCFA 1500, UB92, and other types of claim forms, for example. Once a claim is keyed, it goes to be scanned. OCR for **AnyDoc** picks up the HCFA and UB forms and saves company employees from having to manually file the documents.

When they scan their documents, OCR for **AnyDoc** extracts select data (defined by the user) from the scanned image, validates the data based on their business rules, formats the data, and prepares it for transport into their back-end system. In the end, both the scanned images and data from them are stored and used as needed.

The response from employees and customers is enthusiastic. Everyone appreciates being able to shred documents as soon as they are done with them, because they know the documents were sent through the scanner as soon as they were received in the mail.

Dealing with tricky documents

1-888-OhioComp is deluged with all kinds of documents. Many of these forms are written out by doctors...need we say anything about the legibility of the handwriting? The

company also receives claim forms that come in a variety of non-standard formats rather than typical templates.

Each day, their receptionist sorts documents from incoming mail. Next the documents go directly to the scanner for scanning and indexing. Work products for claims get put into an employee bin. Those documents also get picked up, scanned, and indexed right away.

"This new sorting-scanning-indexing process has streamlined our entire operation. Documents that before would sit and wait to be filed are now accessible almost instantly for our users," declares Kafiti. "And the equipment has been reliable and capable of handling our volume and expectations."

"Not having to worry about where a document is filed is a good feeling. Kodak's image quality also ensures that the documents are readable, even if they were not the best quality to begin with. Kodak just delivers incredible image quality, even making the lowest-contrast, most unreadable forms perfectly legible. I think Perfect Page with iThresholding is a tremendous feature in that regard."

Inspired to seek further improvements in productivity

"We've already realized many efficiencies with our new **AnyDoc** Software and **Kodak** Scanner solution. For example, the new scanning system/technology/scanner gives employees at off-site locations access to the same files as someone who actually works in the office. So we've been able to offer our employer clients access to documents for their claims.

"These early benefits caused us to rethink our entire work flow and wonder how else we can make it more efficient.

As we move forward we plan to identify where we can find additional savings," notes Kafiti.

"We now have one person doing all of our scanning and indexing as opposed to one file clerk who constantly needed overtime and summer help just to stay somewhat on top of things. This has shown us how we can use employees to do more productive jobs."



The Kodak i250 Scanner delivers scanning at the same speed and price as a bitonal-only scanner.