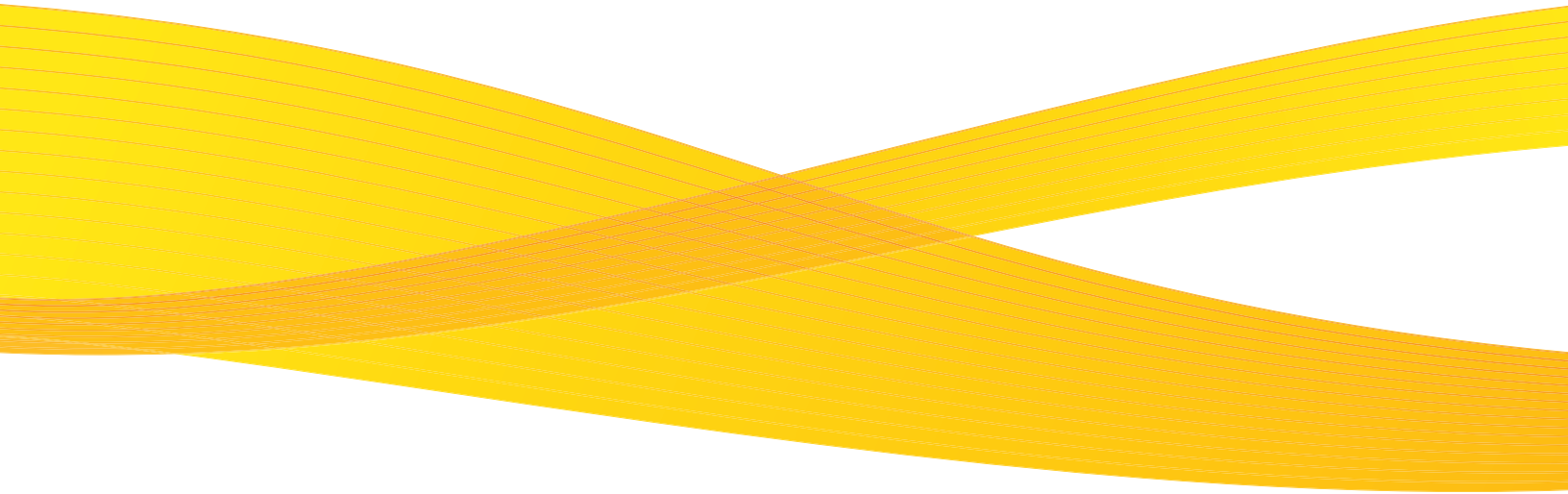


# To cure an insurer's medical billing headaches, we're what the doctor ordered.

Our automated workflow process efficiently processed over 4.5 million bills per year, helping the client grow revenues by 39 percent.



# Our total, automated workflow process efficiently captures, stores and transmits customer billing data 24/7.

## The Challenge

One of America's largest property and casualty insurers sought an outsourcing partner to dramatically streamline its handling of medical bills according to its customers' needs – 24/7, without fail. The client needed a total service package, including mailroom, data capture, image capture and conversion of paper documents for digital storage. And the solution had to be flexible, to handle aggressive growth expectations.

## The Solution

We quickly created an automated workflow process specific to the client. Scanned images are released to an automated workflow process that routes controlled batches of images to key data entry operators.

We also installed a character repair process to allow quick entry of characters that failed to meet the OCR engine confidence threshold. The system passes all OCR documents through a parse program that applies keying instructions normally followed by an operator.

We resolved the client's storage requirement by scaling down documents to 100 dpi and transmitting them in TIFF format via an on-demand system index file. We transmit data continuously, day and night, as work is completed.

## The Results

Completing the entire implementation within three months, we exceeded the client's expectation of an aggressive ramp-up period. Our automated workflow process efficiently captures, stores and transmits data without interruption. Processing over 4.5 million bills per year, we helped the client grow its revenues by 39 percent.

Over time, we've seamlessly adapted the solution to accommodate the client's continued growth objectives. Our agreement has been expanded several times to include additional task orders.

You can learn more about us at [www.xerox.com/businessservices](http://www.xerox.com/businessservices).



**Sector:** Healthcare Payer

**Solution:** Customized Workflow Automation

**Client:** Worldwide Diversified Insurance Service Organization

**Challenge:** High-volume medical bill processing

**Results:** Customized medical billing workflow significantly increased client revenues

## The Bottom Line

A large insurance company sought an outsourcing partner to streamline its handling of medical bills. The company needed a complete service package, including mailroom, data capture, image capture and conversion of paper document

storage to digital storage. We developed an automated workflow process that efficiently captures, stores and transmits data without interruption. Processing over 4.5 million bills per year, we helped the client grow its revenues by 39 percent.

