

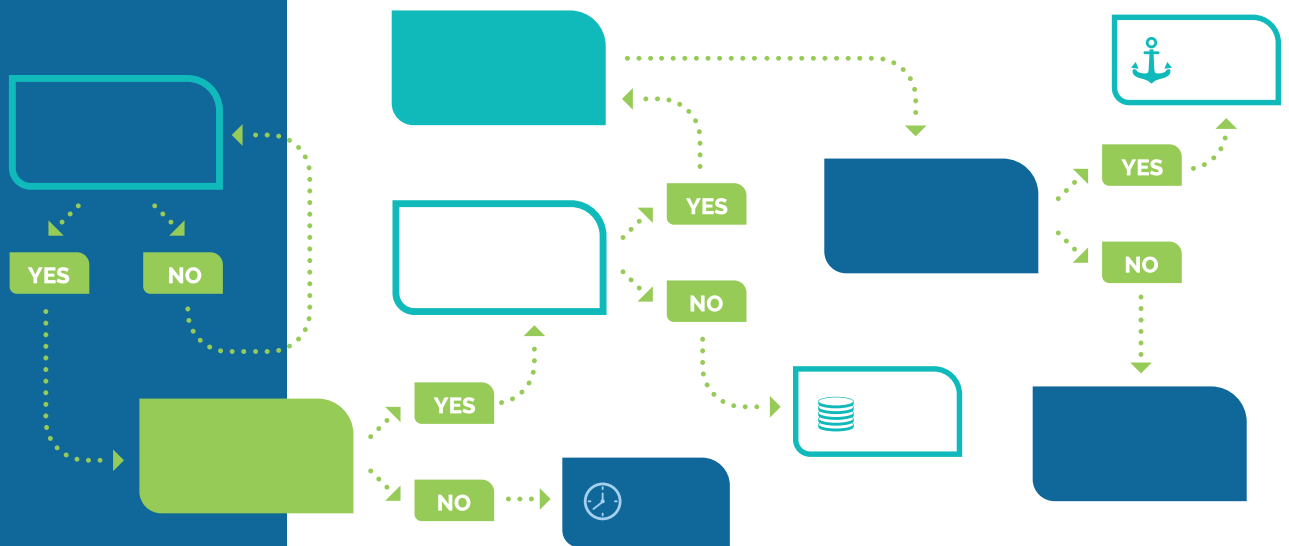


# ELIMINATING CHOKE POINTS IN MEDICAL CLAIMS PROCESSING

*How automation eliminates choke points and conquers CMS-1500 and UB04 forms for medical claims processors*

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A SOLUTION GUIDE FOR MEDICAL AND  
WORKERS' COMPENSATION CLAIMS PROFESSIONALS

## CLAIMS PROCESSING: MANAGE THE HIGH COST OF HIGH VOLUME

Even as evolving regulations increase the requirement for providers to submit claims electronically, the volume of claims received on traditional CMS-1500 and CMS-1450 (UB04) forms by many health insurance and workers' compensation carriers remains very high.

The level of effort—and, by extension, the cost—to accept and ultimately adjudicate those bills are substantial. However, opportunities exist to manage and otherwise control that cost by applying specific technologies in a well-defined manner.



*Paper-based processes are a key contributor to high error rates in the extraction of customer and claims data.”*

POWERING THE INSURANCE CLAIMS  
PROCESS WITH INFORMATION  
CAPTURE AND INTELLIGENT  
AUTOMATION

- KOFAX

## THE CHALLENGES FACING ALL MEDICAL CLAIMS PROCESSORS: EXTRACTION AND DATA VALIDATION

Consider the medical bill ingestion process. Bills arrive either as a physical document or as an electronic representation of a document. The first action required is to determine whether the individual represented on the bill has coverage and whether the bill is part of an existing claim. Many cases require the establishment of a new claim.

Once the validity of the bill is established and related to the adjudication system, the process must determine the company's ability to pay the submitting provider. All is well if the provider is already on record. Providers new to the company, however, require the completion of many onboarding steps before the bill progresses through the process.

Once the validity of the claim and provider are proven, the processor must extract the actual content of the bill, either automatically when possible, or as efficiently as possible by manual means. The application of extensive electronic data validation methods will verify the correctness of most data, ideally limiting the amount of manual intervention required. While machine-based validation accomplishes a lot, it can never eliminate the need for workers to ensure the final quality.

With the identification of invalid bills—whether resulting from incomplete or data, invalid data, lack of coverage, or any number of other causes—comes another document-handling challenge: Informing submitters of the invalid document, and returning it, consumes a substantial amount of staff time.

Kofax® KTA Claims Framework for TotalAgility® (KTA) offers superb recognition and validation techniques to extract data from CMS-1500 and CMS-1450 (UB04) claim forms. Organizations employing KCA should expect clean, valid data from correctly completed forms, with a minimal amount of manual intervention. Yet extraction and data validation are only a part of the overall set of ingestion process challenges.



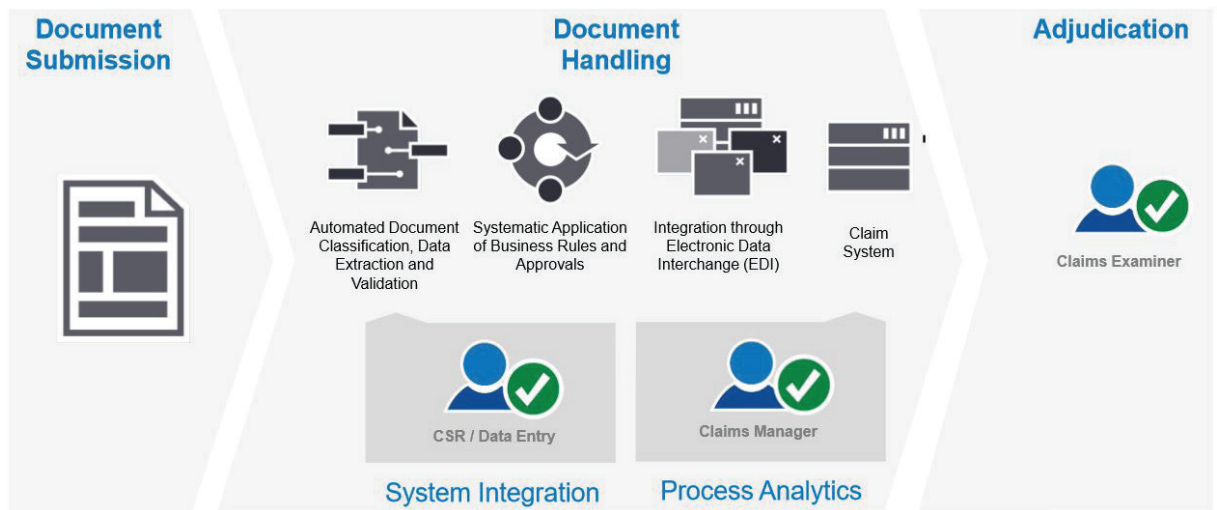
*Claims management... frequently develops into a “tail wagging the dog” scenario as the timely collection of documents and accurate information takes a disproportionate amount of effort.”*

SIMPLIFYING THE FIRST MILE™ OF  
INSURANCE CLAIMS PROCESSING

- KOFAX

## THE SOLUTION: KOFAX CLAIMS AGILITY AND ACTIVECLAIM™ FROM GENUS TECHNOLOGIES

Kofax KTA Claims Framework is a platform ready to take on the entire claim and bill ingestion process. ActiveClaim™ from Genus Technologies leverages TotalAgility and extends the framework to incorporate virtually all the process steps that are normally part of a typical bill ingestion workflow into a single, ready-to-deploy package.



## **ACTIVECLAIM: FULL-POWER RPA CLAIMS PROCESSING**

Other Kofax technologies increase the simplicity of ActiveClaim's plug-and-play functionality. For example, Kofax RPA applies tried-and-true robotic process automation to the problem of associating claims with the adjudication system and associating providers with payment systems. Kofax Communications Manager (KCM) brings configuration and efficiency to the processing of rejected claims.

Other ActiveClaim features support the simple escalation of process exceptions to staff with the right skills to handle them. Highly configurable quality assurance routing mechanisms ensure proper sampling and review of work.

Carriers employ systems to handle the various components of the ingestion process. That is why ActiveClaim's modular approach to ingestion workflows works. It quickly adapts the steps that immediately benefit from ActiveClaim's technology as well as integrating other in-place system components. Processes can gradually and fully migrate to ActiveClaim as it makes business sense.

Measurement is a core benefit of automating the entire claim ingestion workflow with ActiveClaim. Kofax Process Intelligence for TotalAgility provides a simple-to-use platform for continually measuring process effectiveness, for identifying bottlenecks and problems, and for ensuring process changes are useful and beneficial.

## **SUMMARY**

The ingestion of a medical claim poses a process problem. Kofax TotalAgility adds the level of control necessary to ensure cost-effectiveness in this process, while Kofax Claims Agility applies the best possible medical bill extraction and validation technology to the problem. Finally, ActiveClaim from Genus Technologies ties it all together and makes it measurable in a way that is modular and simple to implement.

## **NEXT STEPS**

Genus Technologies offers a no-cost assessment to insurers and medical claims processors to help figure out the potential impact of implementing the solution described in this white paper.

To take advantage of this offer or to learn more, please contact:

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## ABOUT GENUS TECHNOLOGIES

As a Kofax Platinum solution provider, Genus Technologies sells and integrates more Kofax data management software solutions than nearly all other Kofax partners in the United States. Our partnership with Kofax extends more than 20 years, to 1996, making Genus Technologies one of the longest-tenured and most experienced Kofax partners you can choose. Designing, building, implementing, and supporting Kofax solutions is central to Genus Technologies, and we understand the complex document capture and processing challenges you face.

**KOFAX**  
Platinum Partner





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