



ClaimPack[®] Healthcare Claims Processing Solution for CMS-1500 and UB04

Accelerated Claims Processing with Greater Accuracy for Less Money

ClaimPack from EMC Captiva[®] is an automated claims processing solution designed to capture critical information from CMS-1500 (formerly HCFA) and UB04 (formerly UB92) forms with a proven accuracy rate of up to 99%. ClaimPack utilizes the latest imaging and recognition technologies to capture information from claim forms, validate the data against information contained in internal databases and export the claim information to a variety of claims management systems without the need for manual intervention. From 1,000 claims per day to 250,000 or more, ClaimPack is 100% scalable and can be customized to suit any volume requirement, no matter how large or small.

By relying on a sophisticated recognition engine and advanced data validation technology, ClaimPack helps organizations of all types and sizes to save time, increase efficiency and cut operating costs by accelerating the claims process. Organizations choosing to implement ClaimPack are able to process more claims per day with fewer operators and fewer errors.

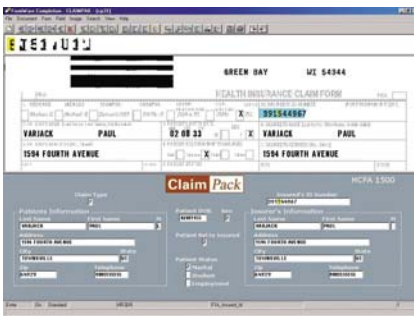
How It Works

ClaimPack is comprised of a variety of different modules that perform specific data capture functions. A typical ClaimPack capture flow could include the following modules:

SCAN – Scan is the initial step in the capture process and involves using a scanner or other capture device to make a digital image of the claim document.

IMAGE ENHANCEMENT – Once images have been scanned into the system, ClaimPack performs a rigorous, fully automated image enhancement process that may include such functions as despeckle, deskew, noise reduction and page orientation, as well as more than a dozen other image preprocessing functions. Image enhancement can be performed at either the field or the page level.

FORM ID – With Form ID, ClaimPack will identify scanned pages, including CMS-1500 and UB04 forms and attachments, regardless of whether it is a single- or multipage document. Many healthcare claims



The completion module – derived from EMC Captiva's award-winning FormWare[®] – makes data correction fast and intuitive.



include more documents than the claim itself, including prescriptions or physicians' notes, which typically require time-consuming manual sorting. With ClaimPack, if a claim contains multiple pages or attachments, this module automatically identifies the claim and attachments as a single transaction, checks for proper sequencing and can even detect sorting errors, further reducing any need for manual intervention.

RECOGNITION – The recognition engine is the workhorse within ClaimPack. The recognition engine captures all machine print characters, interprets checkboxes, detects signatures, performs field parsing and validates data.

COMPLETION – The ClaimPack completion engine includes many features designed to perfect extracted information, and reduce the amount of time and labor spent doing so.

CHARACTER-LEVEL REPAIR – ClaimPack allows operators to make repairs at the character level, saving time by avoiding the need to re-key entire fields because of a faulty character. Users can choose either one-pass or two-pass keying.

INTERACTIVE CLAIM BALANCING FOR MULTIPAGE CLAIMS – ClaimPack automatically detects and calculates balances across all pages of a claim, ensuring data accuracy.

VALIDATION – Prior to being exported, extracted information is compared against a database of existing information to ensure maximum accuracy.

EXPORT – Completed images can be exported into any back-end repository, including leading image archival or content management systems. ClaimPack is one of the only claims processing solutions with a HIPAA-compliant export module, ANSI 837 Export.

Unparalleled Customizability

ClaimPack offers customization options that are unmatched by any other claims processing software. Customization is achieved using industry-standard Microsoft VBA, which allows the system to be tailored to suit specific needs without complex, proprietary programming languages.

ClaimPack in Action

Before the advent of claims processing technology like ClaimPack, claims could take up to 40 days to process. In some cases, to help ease the enormous burden of processing upwards of 2,000 claims per day manually, organizations seeking a better solution had to resort to outsourcing their claims process, and at a significant cost. Unfortunately, manual data entry is a slow and error-prone process, and in many instances nearly 75% of the claims that were being entered into the system contained some sort of manual data entry error. Now, with ClaimPack, both payors and providers can enjoy the benefits of an automated claims processing system with accuracy rates of up to 99%. Claims that once took several weeks to get processed are now quickly processed through the system in just a few days, and at a greatly reduced cost. Most organizations choosing to implement ClaimPack realize a full return on investment in less than a year.



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