



## Case Study: Healthcare Co. Streamlines Claim Files Ahead of Audit

### The Situation

A national healthcare company maintained its claim files on paper. The claims were boxed according to the name of the claims processor and the date they were processed. The boxes were housed in a storage facility by the date.

The company was notified that it would be audited in four months. It was asked to produce specific claims by name, SSN# or state of insured. This presented a major problem since the company's *1.75 million* claim files weren't stored and organized in this manner. If the company wasn't able to produce select files, it was subject to hefty fines.

### The Solution

OptiScan picked up 100 boxes of claims files each week for 14 weeks in order to complete the project ahead of the audit. OptiScan's experts scanned each claim file to a multi-paged PDF. Next, they created a database for the audit with search fields for name, SSN#, state of insured and claim number.

Batches of scanned claim files and databases were securely transferred and uploaded into OptiScan's eVista document management software. Restriction was limited to authorized users.

eVista is a secure, web-based hosting program that enables organizations to host and manage all of their digital media. It offers instant access to archived files 24/7. The program also enabled the healthcare company to:

- Save disk space through centralized web server storage
- Easily and securely retrieve digital documents using categories, bookmarks and keywords
- Control who has access to specific documentation with role-based administrative access
- Protect files from loss or damage with automated backup and recovery

## The Benefits

OptiScan was able to scan all claim files well in advance of the audit. Additional, long-term benefits include:

- Immediate access to any claim file
- Improved customer service
- Search time dramatically reduced
- Disaster recovery back up of all claim files
- Storage space reclaimed

Learn more: [www.optiscan.net](http://www.optiscan.net)

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