



MAXIMIZE CONTROL OF YOUR HEALTHCARE FUNDS

## AUTOMATED EOB REMITTANCE MANAGEMENT AND DOCUMENT ARCHIVE SERVICE

programmed & provided by  
**DONNELL SYSTEMS, INC.**

*Many healthcare organizations face challenges associated with accurate EOB processing; such as determining if full payment has been received or if the claim must be resubmitted. Regardless of the action, detailed information*

*appearing on an Explanation of Benefits form is used to update the patient's account within the billing system and often requires significant data entry.*

*In addition to significant data entry, there is risk for lost income if operating under a manual system of filing and retrieving EOB documentation. The primary function of a file staff is to file and retrieve EOB's, charges, and operative notes for a variety of Accounts Receivable activities. A manual system is often labor and space intensive, has slower retrieval times and lacks patient confidentiality. There is also the risk of missing files and a manual system does not provide adequate backup to support disaster recovery.*

*With OCIE, many of the challenges of EOB processing are eliminated. OCIE's automated posting of paper-based remittances greatly reduces the amount of daily data entry activity required. OCIE provides a secure electronic document archive for research and customer service inquiries and improves the speed and efficiency at which EOB's are retrieved for reference, research and follow-up. OCIE's Automated EOB Remittance Management and Document Archive Service produces measurable benefits at every level within your organization. By encompassing additional revenues and savings from reduced costs, OCIE's low-entry cost, service-oriented architecture, and leading-edge technology produces a rapid return on investment.*

### Automated EOB Remittance Management

OCIE uses optical character recognition (OCR) to automatically read patient payment data from scanned EOB remittances. OCIE does not use templates or make assumptions about the layout of potential documents or forms. OCIE analyzes the OCR output and performs rules-based validation and patient-to-payment matching against information provided by your organization's billing system. Based on an 80-85% accuracy, matched payment items are confirmed and processed to generate an electronic remittance file which is sent to the billing system for automatic posting; leaving the remaining payment items available for review and correction.

When payment items are reviewed, confirmed and/or corrected, an image of the EOB displays, along with an easy-to-use data entry screen that allows the user to easily confirm or make corrections to the payment information. After items are confirmed and/or corrected, payment information is sent to the billing system for automatic posting in the form of an electronic remittance file. OCIE also incorporates an optional notification tool within the process that allows EOB's to be flagged for research. When flagged, OCIE notifies the assigned staff member, via email, that an EOB is sitting in their queue. The EOB is available for review after logging into the OCIE system. OCIE securely moves documents throughout an organization and eliminates the need to forward documents by hard-copy or as email attachments. OCIE's secure archive is efficient, eliminates photo-copying, and focuses on HIPAA compliance.

### Document Archive & Retrieval

After payments are confirmed, the EOB images are instantly available for retrieval and remain online for as long as needed. OCIE's paperless document storage allows users to retrieve EOB's by an unlimited number of available keys, such as patient name, social security number, service date, check amount, etc. As part of the OCIE Service model, data is backed-up nightly, copied to WORM media, and stored in a bank vault to satisfy disaster recovery and audit trail needs. OCIE can store any and all types of electronic information, such as, scanned images, files (pdf, xls, tif, etc.), and system-generated ASCII print-line reports.

#### Major Benefits and Highlights

**Turns receivables into cash faster:** Enables quicker initial posting of insurance payment information into multiple accounting systems from various insurance companies.

**Simplifies balancing and posting:** Helps achieve a wide range of automation goals and avert the need for custom development on legacy systems.

**Boosts productivity:** Streamlines document research by uniting process-centric and rules-based retrieval with an exclusive auto-indexing capability.

**Secures and protects privacy:** Multi-level security model (with mandatory and discretionary access controls) governs user privileges, information access, and special processing.

**Guards against information loss:** Serves as long-term archive and off-site backup for information research.

**Eliminates paper, printing, and microfiche:** Provides quick, online viewing of remittance documents and eliminates the cost of physical storage.

**No upfront capital required:** Available as a service on a subscription basis to guard you from unexpected costs and technology risk.



## AUTOMATED REMITTANCE MANAGEMENT & ARCHIVE SERVICE FOR HEALTHCARE

### SOLUTION OVERVIEW

OCIE's Automated Remittance Management & Archive Service is designed to turn receivables into cash faster and boost productivity by allowing quicker initial posting of insurance payments from various insurance companies into your accounting system. The long-term archive and off-site backup guards against information loss and provides quick, online viewing of all remittance documents, regardless of age, for research and error processing functions.

#### How the Solution Works

**Document Capture & Transmission of Images to OCIE** - Working with your organization's scanning process (in-house, 3rd-party vendor, or lockbox service), checks, EOBs, invoices, and billing statements are assembled, scanned and saved as an electronic image. The image files are electronically transmitted to the OCIE Server, typically located at your site, behind your firewall, on your network.

**Remittance Processing** - OCIE runs the images through several processes. The images are enhanced, clarified and ran through an OCR routine that reads the images and pulls out critical patient payment information. Payment information is then processed and matched against patient information provided to OCIE by your internal billing system.

**Confirmation & Remittance Validation/Automated Posting** - After the images are processed, the matched payment items are confirmed, validated and formatted into an electronic posting file (835/HL7 format) that is sent to the billing system for automatic posting. As payment items are confirmed, users can view the EOB and easily correct mis-matched payment information via an easy-to-use data entry screen.

Using OCIE's optional notification tool, designated users or departments can be alerted by email when additional research is required on a payment item. Once notified, a user can immediately view the EOB images by securely logging into OCIE and accessing their designated folder. Their designated folder contains a copy of any EOB assigned to them for review. This methodology eliminates the need to photo-copy and pass around hard-copy EOB documents.

**Easy Retrieval and Research** - After remittances have been posted, the EOB images are instantly available for retrieval and remain online for as long as needed. OCIE's paperless document storage allows users to retrieve EOB's by an unlimited number of keys, such as patient name, social security number, service date, check amount, etc. As part of the OCIE Service model, data is backed-up nightly, copied to WORM media, and stored in a bank vault to satisfy disaster recovery and audit trail needs. If your organization currently uses a document storage system, OCIE can transmit the images, along with the associated index keys, for archive within your existing imaging system.

*OCIE's Subscription Services (OSS) makes it possible for any organization to safeguard intellectual property yet avoid the technology risk and steep costs for administration, equipment, and storage. The OCIE system physical assets, server and storage, are typically situated within the customer's data center. Remote system administration, daily operations, disaster recovery backups and off-site storage on legal archive media are just a few of the benefits associated with OCIE's unique outsource solution.*

#### OCIE Fixed Content Management for Healthcare

Healthcare leaders trust OCIE for secure, streamlined access to reports, records, and images from disparate systems. OCIE's vastly scalable, content addressed storage architecture builds a high-speed bridge between isolated silos of information without impacting existing IT infrastructures. Focused on HIPAA and disaster recovery, OCIE serves a versatile and vital purpose for any healthcare organization that seeks to maximize revenue, increase worker productivity, and improve customer service at every level of their organization.

OCIE can help your organization achieve dramatic efficiencies, fulfill end-user needs for secure information access, and satisfy requirements for privacy, security, and retention. Customers rely on OCIE for anytime, anywhere access to information generated by Clinical, Lab, Pharmacy, Patient Accounting, HR, Payroll, Financial, ERP, and Materials Management systems. OCIE is an information fusion architecture which modernizes and transforms the business of healthcare.

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