

Insurance Medical Data Capturing



German Health Consult FZ-LLC

Our Mission

Provide high quality added value services and products that reduces the business operation cost and enable accelerated business growth.

Our Vision

Working together for paper-light environment.

Our Values

We are committed to "Quality, Consistency, Innovation & Creativity".

With highly trained, subject matter-educated staff, we provide the highest quality medical & non-medical data capture solution in the market. The professional, reliable, efficient and error-proof industry grade data delivery enables our clients to focus on their core business instead of wasting time, resources and money in medium quality data entry.

Insurance Medical Data Capturing – Service Canvas

Problem

- Medical Department hired more FTE to accommodate the daily volumes which translated to increase of cost and loss of profitability.
- Medical Claims Department required. around one month to settle claims which reflected negatively on the relationship with customers and network healthcare providers.
- Financial Department faces challenge to forecast revenues / expenditures. Variations in turnaround time caused inaccurate planning and delays in payment system.
- Medical Claims employee trained as insurance professional and employed with according salary "Task executed: data entry".
- Increase of FTE's leads to management, operations, FM & IT overhead.
- Long turnaround times leads to increased number of healthcare provider complaints.

Solution

- **Medical Claims Header Data Capturing**
High Speed "Header Data" data entry executed within 24 hours from the receiving time to data delivery including claimed amount per each healthcare provider, delivering immediate planning input for the financial department.
- **Medical Claims Data Entry**
Complete medical data entry of all claim documents utilizing the client specific diagnosis/medical/dental/pharmacy codes. Digital output in agreed xml format, which can be directly imported to the claims adjudication system.
- **Medical Claims Digitization**
Digitization of all claim documents, delivery of images and index data entered to dedicated DMS enabling Medical Team to process paper light claims.

Key Activities

- Identify operational & IT requirements.
- SLA (Service Level Agreement).
- Prepare required data capturing software.
- Project pilot phase execution.
- Project production execution.

Unique Value Proposition

- Increase medical team productivity.
- Optimized business workflows by eliminating paper files for the standard processes.
- Reduce claims settlement TAT.
- Reduce operation cost.
- Focus on core business.
- Motivation of Insurance Staff due to elimination of tedious and error critical data entry work.
- Management, FM and IT overhead's reduced.
- Measurable, number driven quality assessment.
- Increased healthcare providers satisfaction.
- Fast business scale up.
- Data quality rate higher than 98,5%.

Charging Structure

- Number of medical invoices captured fields.
- Number of digitized pages if digitization is applicable.

Gain

- 50% - 80% productivity increase.
- 35% FTE cost reduction.
- 50% TAT reduction.
- Compliant with Insurance Authority for having digital copy of the physical record belong to Insured Policies.



Premium Quality Services

Record Management Consulting

We assess the overall governance over the Document Control Management practices, including the

- identification,
- storage,
- protection
- retention, and
- disposal

of both physical and electronic documents.

DMS / ECM Consulting / Implementation

We support our clients in the implementation of a Document Management System or Enterprise Content Management System in partnership with Ceyoniq nscale.

- "As is" analysis
- definition of goals
- redefinition of processes,
- Implementation of new technologies
- reorganization of workflows.

Mailroom Consulting / Management

Mail is still an integral part of the daily business activities. With our Mailroom Management System, you can feel confident that documents will reach their intended recipient and be delivered on time. We make your mail operations easy, streamlining the process including digitalization, system integration and archiving.

Outsourcing

We support our clients in the implementation of lean management processes through outsourcing of all preparatory tasks at substantially cheaper rates than highly trained and specialized staff.

Motivation of staff by removal of tedious data capture work and focus on business relevant aspects.

Digitization of Documents

We support our clients on the way to a paper light environment. With our tailor-made software solutions, high volume ibml, Kodak and Canon scanners and a streamlined workflow, we transform your paper-based, locally accessible physical archive to a knowledge pool accessible from anywhere in the world!

Data Capturing

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