Document Management for Internal Medical Billing Departments

Speed without Equal

How to Streamline Services and Get Paid Faster

How does your organization's CFO rate your billing department? Management increasingly requires the billing department to deliver faster collection times, fewer denied claims, quick response times and impeccable reliability while simultaneously reducing paperwork and streamlining work processes. Laserfiche® document management solutions help billing departments meet these demands, heighten customer satisfaction and enhance the security of patient information.

Learn More Inside

▸ Collect revenue faster.

▸ Eliminate paper-intensive tasks.

▸ Strengthen information security and support HIPAA compliance.

▸ Measure and improve productivity.

▸ Deploy quickly for a fast return on investment.

Run Smarter®

Laserfiche®

Accelerate Your Business to Shorten Collection Cycles

The amount of time between the receipt of source documentation and the receipt of payment is the defining measure of your billing department's productivity. Trimming this interval improves cash flow and demonstrates the billing department's bottom-line value to your organization.

Laserfiche document management software supports this goal by removing the obstacles inherent in paper-based billing processes. The Laserfiche solution replaces hardcopies of documents with digital images that reside in a secure repository, alongside your existing electronic documents, archived e-mail messages and media files. Because Laserfiche stores your documents in digital format, staff members can locate information almost instantly. Laserfiche also enables multiple staff members to access a document simultaneously, either onsite or remotely.

Much of the billing department's paper-handling overhead arises from copying and organizing hardcopy documents by patient name and date of service. Using Laserfiche, you can easily create patient billing charts and prioritized work lists, as well as instantly sort files by date, by patient name or by using other template information defined by your organization.

Once documents are scanned into the repository, the Laserfiche Workflow Suite™ uses configurable business rules to route the digital images through your verification, coding and billing workflow. To ensure that staff members process documents in a timely manner, you can utilize an automatic e-mail notification feature to alert supervisors when a document has not been opened within a specified time period.

In most paper-based workflows, large numbers of Explanation of Benefits (EOB) forms are batched by posting date. These documents contain patient-level information that is difficult to locate quickly. Laserfiche enables instant access to individual transaction information that dramatically improves response times to patient and payer inquiries.

Laserfiche also speeds up denied-claims processing and secondary filings with the ability to instantly make digital copies of records and with simple-to-use tools that enable you to redact sensitive information. Throughout the entire billing process, Laserfiche protects patient data and supports HIPAA compliance with multiple levels of security and activity tracking.

Laserfiche® Advantages Summary

- Eliminate the need to copy, transport and store physical documents.
- Enable fast responses to payer and patient inquiries with instant access to EOB information, checks, correspondence and related documentation.
- Reduce processing delays using an automated, digital workflow.
- Reduce errors related to manual data entry by automatically extracting data required for claims processing.
- Safeguard patient information with comprehensive security covering the entire repository, down to the level of individual template fields.
- Increase efficiency by adding staff members who can work remotely.

The Lean Billing Department: Benefits by Roles and Responsibilities

Management

Laserfiche solutions support your organization's mission to provide outstanding patient care while complying with government regulations, increasing productivity and improving business processes. Beyond the cost-cutting benefits of reducing paper storage and office space overhead, Laserfiche enables your staff members to work more efficiently, to respond to inquiries more quickly and to reduce the amount of time required to collect revenue.

Information Technology

Laserfiche systems are built upon an open architecture in order to integrate easily with your organization's existing IT infrastructure and to scale up as your organization grows. Secure, Web-based thin-client options simplify support and enable instant deployment organization-wide. Engineered to be network-friendly, Laserfiche transmits document image files in a non-proprietary, single-page TIFF format to conserve bandwidth, while providing the additional benefits of long-term preservation and accessibility. Support for the HL7 protocol ensures that IT personnel can easily interface Laserfiche with your organization's practice management or electronic medical record (EMR) system.

Coders and Billers

Laserfiche solutions empower the billing department's staff members to work at peak productivity. Coders can digitally annotate and highlight source documents. Document-identification data can be extracted automatically to populate template fields. Multiple staff members can access a document simultaneously, eliminating bottlenecks that result from the wait for hardcopies.

Accounts Receivable Analysis

Denial investigations, follow-ups and collection activities all require frequent reference to source documents. Laserfiche provides staff members with comprehensive search and retrieval capabilities that enable them to quickly pinpoint information within lengthy medical records. Laserfiche can function either side-by-side with your existing billing application or as an integrated solution that displays EOBs, checks and correspondence from within the billing application itself.

Remote Offices and Staff Members

Laserfiche Web solutions allow you to provide remote offices and staff members with a secure online method for submitting documents to your centralized billing department. Alternately, remote staff members can scan documents onto a CD or DVD for delivery. Rather than physically transporting documents to remote coders, you can provide these individuals with secure access to the Laserfiche repository so that they can work directly with the digital records.
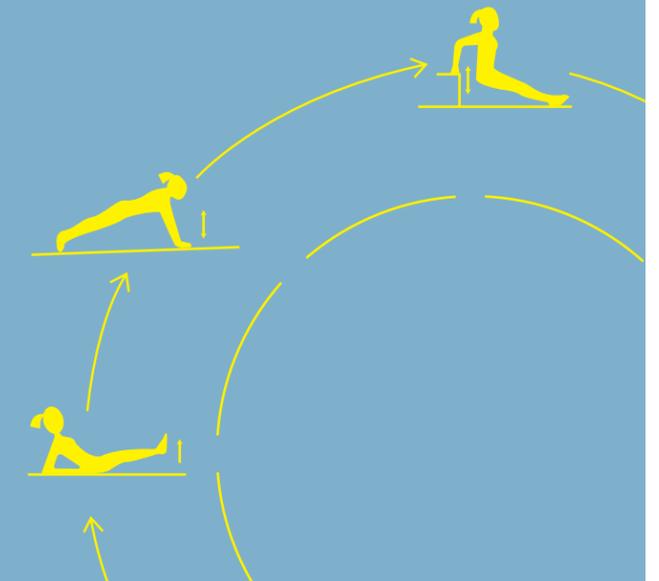
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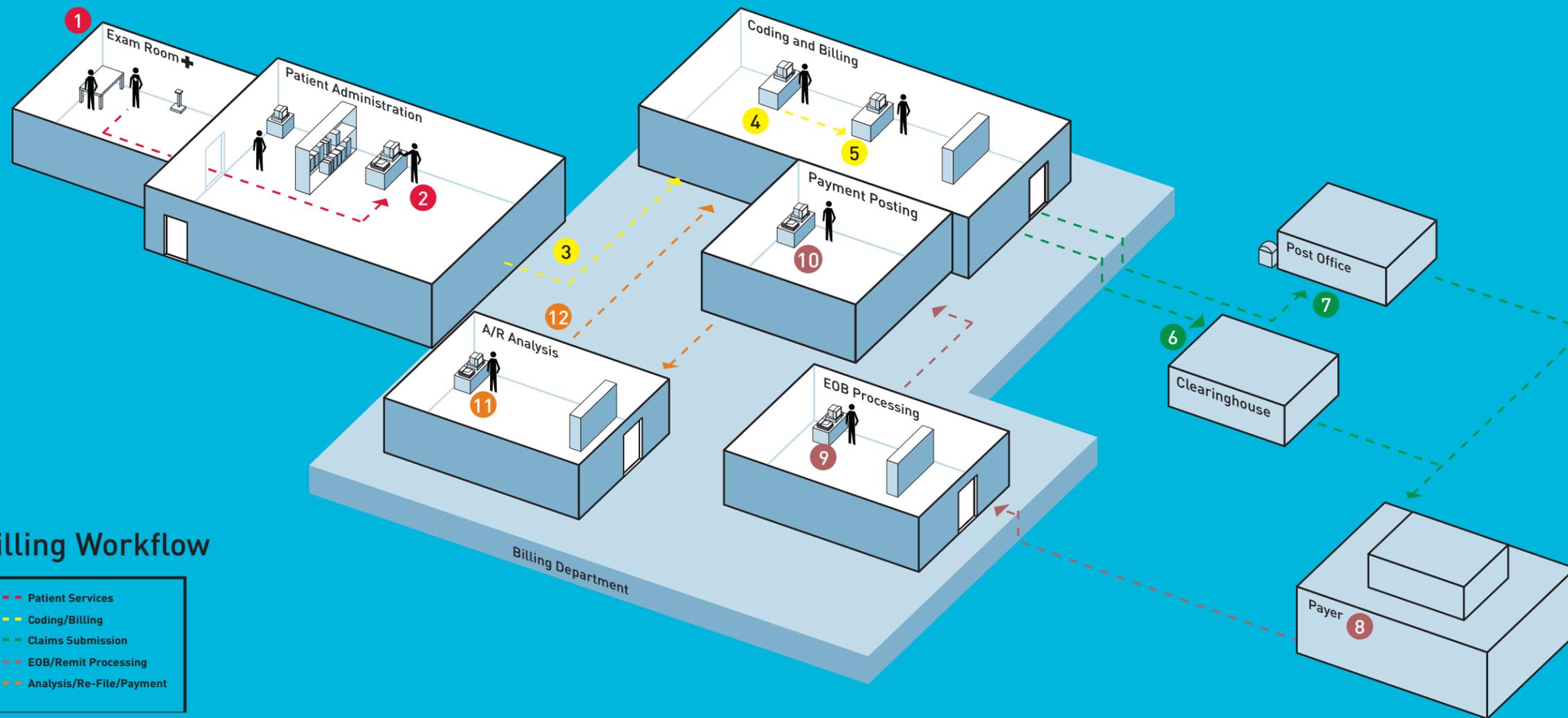
Billing Workflow

Legend:
- Patient Services
- Coding/Billing
- Claims Submission
- EOB/Remit Processing
- Analysis/Re-File/Payment

Room labels: Exam Room, Patient Administration, Coding and Billing, Payment Posting, A/R Analysis, EOB Processing, Billing Department, Post Office, Clearinghouse, Payer

> "When we switched from paper to Laserfiche for EOBs, the patient account representatives were working with it like veterans by the end of the first day. Over the next several weeks, we saw so much improvement and so few problems that we felt confident that we could move on to the patient charts."
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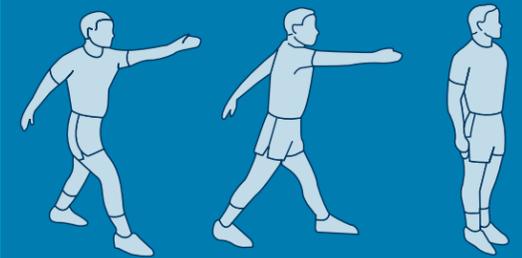> Bonnie Kelly, IT Supervisor
> Fertility Centers of Illinois

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1. **Patient Services:** Each patient encounter is documented in the patient chart and on a billing encounter form.

2. **Charge Form Transmittal:** Staff members scan billing-related documentation directly into the Laserfiche repository, eliminating the need to physically transport documents to the billing department.

3. **Workflow and Work Lists:** Laserfiche Workflow Suite routes charge forms to appropriate personnel for verification, coding and billing input. Staff members create Laserfiche work lists based on patient name, date of service, follow-up flags and other user-defined fields.

4. **Coding:** Staff record billing codes, notes and annotations on the image of the charge forms. Staff can also enter billing codes in template fields.

5. **Billing:** Billing input can either be done manually from the annotated charge forms or automatically via integration.

6. **Claims:** Billing output is either a hardcopy or electronic claim. Electronic claims are transmitted to the payer via a clearinghouse.

7. **Hardcopy Claim Submission:** Hardcopy claims are mailed to payer.

8. **Payer Processing:** Payer adjudicates the claim and generates EOBs or remits.

9. **EOB Processing:** Payer EOBs are scanned into Laserfiche for easy look-up when needed.

10. **Payment Posting:** Checks are scanned into Laserfiche and posted into the billing system.

11. **A/R Analysis:** Accounts are analyzed by referring to source documents in Laserfiche.

12. **Secondary and Tertiary Filings:** Original EOBs and related documents are easily located in Laserfiche, copied and electronically redacted as needed for printing and filing.

Operational Benefits

Collect Revenue Faster

Few business processes affect your organization more than the speed with which the billing department processes claims and collects receivables. Laserfiche solutions enable you to streamline and accelerate billing processes without forcing your staff to abandon familiar ways of handling claims.

‣ Accelerate collections by replacing physical transport of hardcopy charge forms with electronic transmission or CD/DVD publishing.

‣ Improve information accuracy by automatically extracting text and index data from paper documents.

‣ Reduce the volume of claims denied due to incomplete or inaccurate information.

‣ Route digital documents among staff rather than photocopying and transporting paper.

‣ Automate denial follow-up and streamline secondary billing processes.

Eliminate Paper-Intensive Tasks

From charge documents and EOBs to checks and correspondence, paper impedes efficiency. Laserfiche solutions reduce the paper-handling overhead that affects your organization's bottom line and complicates efforts to serve patients more quickly and reliably. Benefits extend from customer service representatives, who can swiftly answer inquiries without leaving their desks, to remote staff members, who can access and process documentation much more easily.

‣ Reduce records storage and office space expenses by storing documents in a secure digital archive.

‣ Find information faster with flexible full-text searches of patient-level EOB data and other information-rich documents.

‣ Allow authorized personnel to access documents simultaneously, reducing delays in resubmitting claims and other processes.

‣ Enable coders to work faster with digital annotations, template fields and flags on incomplete documents.

‣ Eliminate courier delays that slow down remote staff.

Strengthen Information Security and Support HIPAA Compliance

Patients entrust you with large volumes of protected health information. Laserfiche solutions include comprehensive security measures to ensure that authorized users get the information they need to do their jobs, while protecting confidential information from unauthorized access and release.

‣ Ensure that staff see only the folders and documents they need to do their jobs.

‣ Protect Social Security Numbers and other sensitive data with template-field-level security.

‣ Log unauthorized access attempts, printing, e-mailing and other activities with audit trails.

‣ Provide online access to remote staff with secure, Web-based interfaces.

‣ Electronically redact EOBs for secondary submissions while maintaining HIPAA compliance.

Measure and Improve Productivity

In order to reduce collection times and deliver prompt responses to inquiries, you must empower staff members to work effectively. Laserfiche solutions give staff members the tools they need to excel, which unites them behind your organization's customer-service mission. Laserfiche solutions also give managers tools to better track employees' actions, enabling them to measure productivity and promote continual improvement.

‣ Track staff members' activity by action and time of occurrence.

‣ Maintain the steady flow of work with automatic document routing and automated e-mail notifications that alert you to action or inaction.

‣ Provide state-of-the-art tools to increase productivity and satisfaction, which helps you retain your most experienced, talented staff members.

Deploy Quickly for a Fast Return on Investment

Implementation time and staff acceptance are often cited as two major impediments to successful technology projects. Engineered for rapid deployment, Laserfiche systems integrate easily with your organization's existing technology infrastructure and scale up smoothly as your organization grows. Moreover, Laserfiche solutions' intuitive design and ease-of-use help staff members get up to speed quickly and employ smarter, more efficient billing processes.

‣ Simplify support and speed deployment with an optional, Web-based thin client that shares virtually all the functionality of the standard Laserfiche client.

‣ Integrate document management with billing and other everyday applications to eliminate redundant data entry.

‣ Encourage fast staff acceptance with the easy-to-learn, easy-to-use Laserfiche interface.

‣ Ensure long-term accessibility with non-proprietary text and image file storage formats.

Glycine   Alanine   Valine   Lysine   Phenylalanine   Leucine

"At the end of just two weeks we had scanned all the records from the previous month. We had a fully functional system and the coders were coding remotely. Getting this kind of technology solution in place normally takes months."

Marsha Hunter, Medical Records Director
Iredell Memorial Hospital, Statesville, NC

About Laserfiche

Laserfiche Product Suite

Laserfiche Document Management Platform
Organize, protect and retrieve information.

Laserfiche United™ and Laserfiche Team™
Laserfiche Records Management Edition™
Laserfiche Web Access™

Document and Information Capture
Bring paper and electronic documents into your digital system.

Laserfiche Quick Fields™
Laserfiche Import Agent™
Laserfiche Snapshot™

Document Distribution
Provide secure, efficient document access to users across the office and around the world.

Laserfiche WebLink™
Laserfiche Plus™
Laserfiche E-mail Plug-in™
Laserfiche COLD™

Business Process Management
Streamline document-centered processes and track activity for regulatory compliance.

Laserfiche Workflow Suite™
Laserfiche Agenda Manager™
Laserfiche Audit Trail™

Integration and Customization
Integrate Laserfiche with third-party applications, customize system functionality and automate Laserfiche-related tasks.

Laserfiche Integrator's Toolkit™
Integration Express™
Integration Express-GIS™
Integration Express-HTE™

Software Assurance
Manage change and protect your investment.

Laserfiche Software Assurance Plans (LSAP™)

About Laserfiche Solutions

Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Since 1987, more than 22,000 organizations–including government offices, Fortune 1000 companies, healthcare organizations and non-profits–have used Laserfiche software to streamline processes for managing documents, records and workflow. By digitizing paper archives, Laserfiche enables users to instantly pinpoint the information they need, to collaborate more effectively and to complete daily tasks more efficiently. Secure Web access allows organizations to share information with remote offices, business partners and customers, while user- and role-based security options ensure compliance with government- and industry-mandated standards, including Department of Defense (DoD) standard 5015.2.

Your Next Step

Call (800) 985-8533 to arrange a demonstration. Also e-mail info@laserfiche.com or visit www.laserfiche.com/billing for more product details or to request your free Laserfiche demo CD.

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