Speed without Equal

How to Streamline Services and Get Your Clients Paid Faster

How do your clients rate your service? Providers demand faster collections and fewer denied claims, quick responses and impeccable reliability. They want less paperwork and easier ways to submit claim data. Laserfiche® document management solutions for medical billing help you meet the demands, heighten customer satisfaction and enforce security to protect your business.

Learn More Inside

▸ Collect receivables 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 charge-document submission and the moment the provider receives payment is a defining measure of your business. Trimming that interval improves your clients' cash flow and demonstrates your bottom-line value to their practice.

Laserfiche® document management solutions support that goal by removing the obstacles inherent to paper-based billing processes. The Laserfiche solution begins with charge documents, eliminating hardcopies and allowing providers to scan directly into a repository from which source documents are accessible to your staff.

Much of your paper-handling overhead arises from organizing hardcopy charge documents by client and date of service. With Laserfiche, your staff works with digital images instead of physical documents. You easily create prioritized work lists and sort files by date, client or other user-definable index information.

The Laserfiche Workflow Suite™ then uses configurable business rules to route the digital documents through your verification, coding and billing workflow. To help you maintain the pace of your business, e-mail notifications alert supervisors when documents haven't been processed within a specified period of time.

Large volumes of EOBs are typically batched by posting date but contain patient-level information that is difficult to find quickly. Laserfiche enables instant access to individual transaction information to dramatically improve response times to patient, provider and payer inquiries.

Laserfiche also speeds up denied-claims processing and secondary filings, digitally reading denial codes on EOBs and routing them to staff with no manual intervention. Throughout the entire process, Laserfiche protects your clients' information and supports HIPAA compliance with multiple levels of security and activity tracking.

Laserfiche Advantages Summary

- Eliminate physical copying, batching and transportation of provider source documents.

- Enable fast responses to payer and provider inquiries with instant access to EOB information, check copies, correspondence and related documentation.

- Reduce processing delays using an automated, digital workflow with comprehensive productivity assurance capabilities.

- Reduce manual data keying and related errors by automatically extracting data required for claims processing.

- Safeguard protected patient information with comprehensive security covering the entire repository down to the level of individual index fields.

- Empower coders and promote employee retention with secure, online access for remote staff.

The Lean Medical Billing Firm: Benefits by Roles and Responsibilities

Management

Laserfiche solutions support your mission to grow and protect your business. Beyond the cost-cutting benefits of reducing paper storage and office space overhead, Laserfiche safeguards your clients' patient data and helps support your reputation for reliability. In conjunction with your regulatory and collections expertise, Laserfiche provides an extra competitive advantage when cultivating new clients.

Coders and Billers

Laserfiche solutions empower your staff to work at peak productivity, allowing coders to digitally annotate and highlight source documents. Document-identification data can be extracted automatically to populate index fields without manual keying. Authorized personnel access documents simultaneously, eliminating bottlenecks due to waiting on hardcopies.
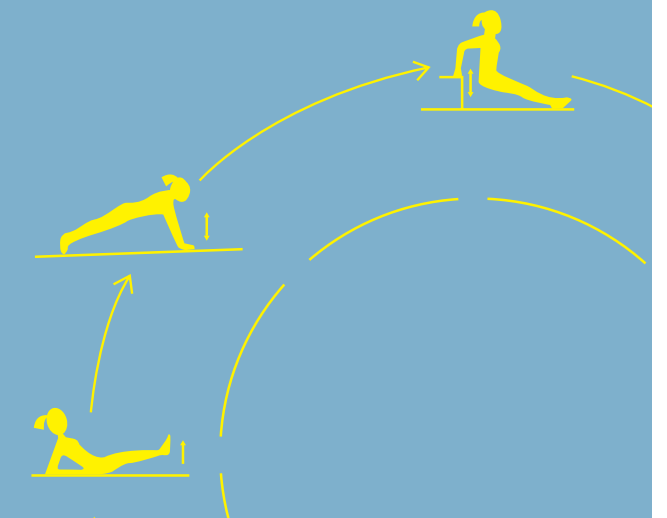
Accounts Receivable Analysis

Denial investigations, follow-ups and collection activities all require frequent reference to history and source documents. Laserfiche search and retrieval capabilities provide comprehensive visibility to entire records histories, allowing staff to pinpoint information buried deep in multi-page documents. Laserfiche can function either side-by-side with your billing application or as an integrated solution that displays EOBs, checks and correspondence from within the billing program itself.

Information Technology

Laserfiche systems are built upon an open architecture that integrates easily with your existing infrastructure and scales up to grow with your business. Secure, Web-based thin-client options simplify support and enable instant deployment organization-wide. Engineered to be network-friendly, Laserfiche transmits document images in non-proprietary, single-page TIFF format to conserve bandwidth, while providing the additional benefits of long-term preservation and accessibility.
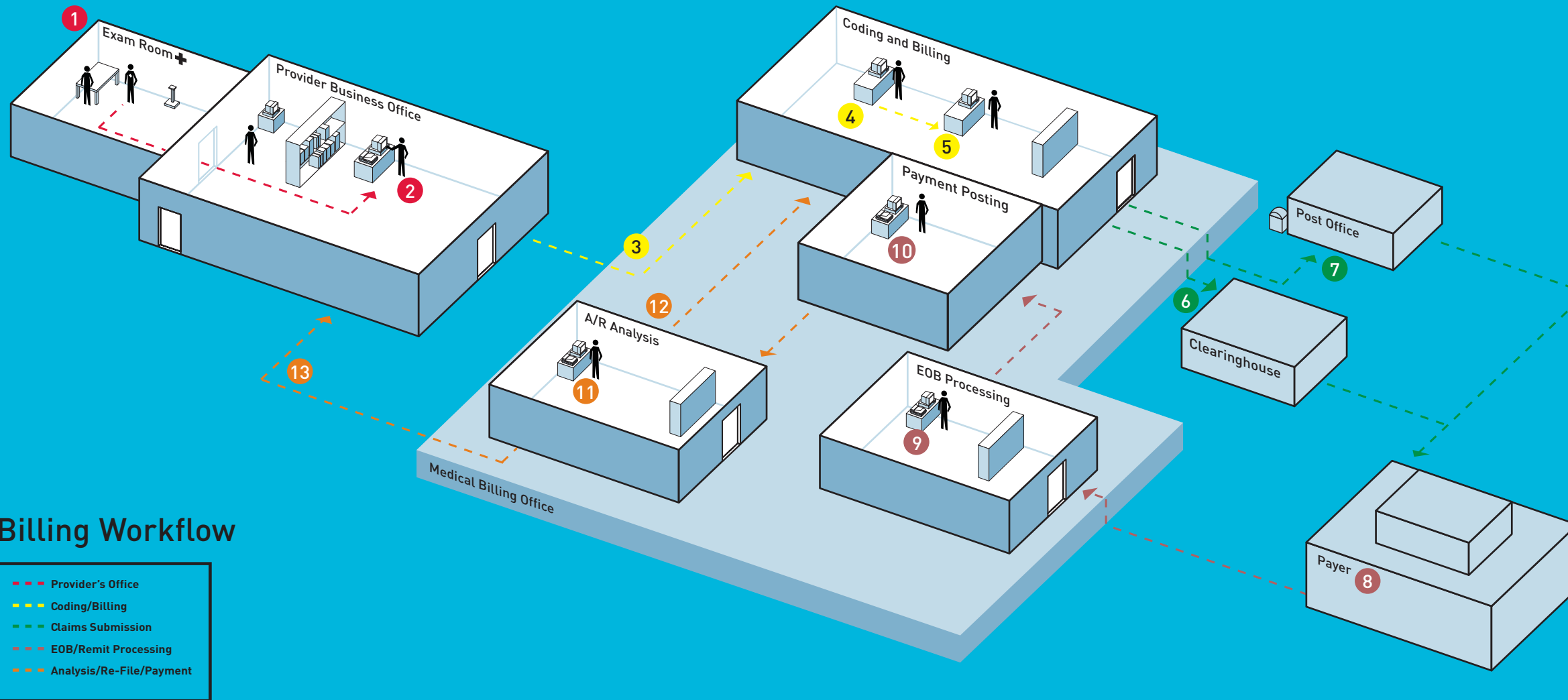
Your Clients' Staff

Stand out from your competition by making it easier for provider organizations to transfer information to your office. Laserfiche Web solutions allow you to offer a secure, online method for providers to submit charge documents and other materials. Providers can also scan documents onto CD or DVD for delivery to your firm. If they prefer paper files, you can scan them into your Laserfiche system upon receipt and still enjoy process improvements on your end.

"Laserfiche didn't just meet my needs for a production system, it helped solve the big compliance problems we face."
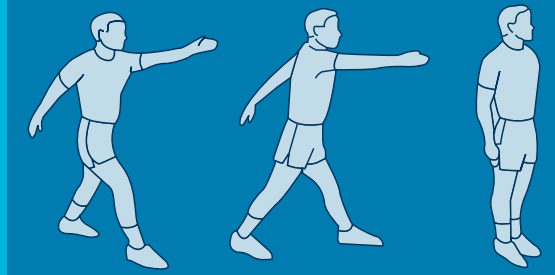
Amir Rudyan, Principal
Ashron Billing

Automation for Speed, Service and Competitive Advantage

Exam Room
Provider Business Office
Coding and Billing
Payment Posting
Post Office
A/R Analysis
Clearinghouse
EOB Processing
Medical Billing Office
Payer

Billing Workflow

- - - Provider's Office
- - - Coding/Billing
- - - Claims Submission
- - - EOB/Remit Processing
- - - Analysis/Re-File/Payment

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1. **Provider:** Each patient encounter is documented in the patient chart and in a charge or encounter form, route slip or superbill, depending on the provider's specialty.

2. **Charge Form Transmittal:** Charge forms are scanned directly into the billing company's Laserfiche repository if desired, eliminating the need to photocopy and manually transport paper.

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

4. **Coding:** Billing codes, notes and annotations are recorded on the image of the charge forms.

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.

13. **Payment:** Collections and reports are transmitted to the provider.

Operational Benefits

Collect Receivables Faster

Few aspects of your business affect your clients' perceptions of your service more than the speed with which you're able to deliver it. Manual work, dependent on using information locked in physical documents, is a rich target for digital automation. Laserfiche solutions allow your staff to enjoy the advantages of streamlining their everyday work without forcing them to abandon familiar ways of processing 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 to EOBs to checks and correspondence, paper unnecessarily impedes efficiency. Laserfiche solutions reduce the paper-handling overhead – in terms of costs and time – that affects your bottom line and complicates efforts to serve your clients as quickly and reliably as possible. Benefits extend from customer service reps, who can answer inquiries faster without leaving their desks, to providers who enjoy easier communications with your office.

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

▸ Find information faster with flexible full-text and index-field searches of patient-level EOB data and other information-dense documents.

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

▸ Enable coders to work faster with digital annotations, including flags on incomplete documents.

▸ Eliminate shipping delays that slow down remote staff.

Strengthen Information Security and Support HIPAA Compliance

Your clients entrust you with large volumes of protected patient information. To maintain that trust and protect your business, efficiency must not come at the expense of security. Laserfiche's comprehensive security measures make sure that authorized users get the information they need to do their jobs, while protecting confidential documents 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 index-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

Your capacity to provide excellent service depends on empowering every member of your staff to perform at peak efficiency. More than simply helping them work faster, giving your staff the tools they need to excel unites them behind your customer-service mission. Laserfiche software helps your staff reach their potential while enabling measurements to assure continual productivity improvement.

▸ Audit trails track staff work by action and time of occurrence.

▸ Maintain the steady flow of work with automatic e-mail notifications that alert managers to action and inaction.

▸ Provide state-of-the-art tools to help retain your most talented, experienced staff.

Deploy Quickly for a Fast Return on Investment

Implementation time and staff acceptance are often cited as two major impediments to successful technology projects. Laserfiche's ease-of-use allows your staff to get up to speed quickly. Engineered for rapid deployment, Laserfiche systems integrate easily with your existing technology infrastructure and scale up smoothly to grow with your business.

▸ 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.
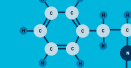
Glycine   Alanine   Valine   Lysine   Phenylalanine   Leucine

"We deal with thousands of documents every day. For every patient, we scan in an information sheet, a copy of their insurance cards, and the charge slip. It all goes into the appropriate doctor file and categorical sub-file as soon as it is scanned in. The patient's billing records are almost instantly secure and retrievable."

Phyllis Morgan, Principal
Accucode Medical Billing Service

About Laserfiche

Laserfiche Product Suite

Laserfiche Document Management Platform
These core products help you organize, protect and retrieve information.

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

Document and Information Capture
These tools 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
Tools and packaged solutions facilitate image enabling and back-end integrations.

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

A resource for over 21,000 organizations since 1987, Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovation has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

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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