



Case Study | Healthcare | Wisconsin Physicians Service Insurance

Wisconsin Physician Service speeds processing by 72 percent with OnBase



Customer

Wisconsin Physicians Service Insurance

Headquarters

Madison, Wisconsin, USA

Size

Medicare contracts in 48 states of the USA

OnBase Integrations

Third-party processing and proprietary in-house systems

Department Using OnBase

Provider Enrolment

The Challenge

With two Centres for Medicare and Medicaid Services (CMS) contracts, the Government Health Administrators (GHA) division of Wisconsin Physicians Service Insurance Corporation (WPS) serves millions of Medicare recipients across the United States. Each staff member handles no fewer than 600 cases. Paper-based processes hindered their levels of productivity. There was always a queue of people waiting for the printer. Storerooms overflowed with paperwork. WPS struggled to meet contractual timeliness requirements.

But that all changed with OnBase by Hyland.

The Solution

WPS needed a way to speed processing and, while researching possible solutions, it recognised that it needed one with more advanced workflow capabilities. Working with an authorised OnBase solutions provider, Naviant, WPS implemented Hyland's enterprise content management (ECM) solution, OnBase, in January 2014.

Involving both its technical staff and its business users, WPS installed OnBase in 17 weeks, creating a customised workflow for provider enrolment. Now paperless, the department's improved workflow shaved 45 days off its process, exceeding customer expectations.

"I think the biggest surprise we had was when the Naviant team came and started talking to us about the design. They would ask what our pain points were – if we had any wish in the world, what would we change – and 90 to 100 percent of the time, they'd come back with a solution", said Sheila Bechmann, vice president, Operational IT, WPSGHA division.

Fifteen months after the initial implementation, WPS began expanding OnBase into the division's other departments.

"With OnBase, we've increased productivity by 48 percent".

- Sheila Bechmann, vice president,
Operational IT, WPSGHA division

OnBase
by Hyland

“The big thing is to take the time to change the process, not just plug in a new system. If you go in saying, ‘This is how I’m going to do this’, you’re missing the opportunity to institute real change. Let OnBase do what it’s capable of and you’ll be surprised at how well it will go.”

- Sheila Bechmann, vice president,
Operational IT, WPSGHA division

The Difference

Speeds processing: By using native business process automation tools, OnBase helps provider enrolment staff complete work in 17 days, compared to the 62 days it used to take – a 72 percent improvement.

Simplifies compliance: WPS implemented metrics at each stage of its process to ensure requirements were being met. Since installing the OnBase WorkView | Case Management solution, provider enrolment has met all contract requirements and, according to its customer, has an inventory that is among the lowest, if not the lowest, in the United States.

Reduces expenses: By managing its files electronically in OnBase, provider enrolment saved 1.4 million pages of paper in a year. It has also been able to repurpose 50 FTEs while eliminating all overtime. Since all of its content may be accessed electronically in OnBase, it has also been able to trial a programme for personnel to work from home.

Reclaims space: “Provider enrolment is totally paperless. We don’t use our printers any more and we removed the filing cabinets from the storerooms. They are now meeting spaces”, said Bechmann.

Learn more at OnBase.com/Healthcare »

OnBase[®]
by Hyland