

# TAKE A TOUR OF THE CONNECTED HEALTHCARE PAYER

Connect your core systems with content and workflow to reduce payer IT costs, improve member services and stay ahead of whatever tomorrow brings

Does your technology make you nimble? Can you respond quickly to disruptive events, new regulatory rules and the ever-increasing expectations of employees, members and providers? Or, is siloed content and disconnected technology a cause of provider and member abrasion? With Hyland, you can connect the core systems you use every

day with content and workflow. The result: Streamlined business processes, lower total costs and the ability to build applications that solve your biggest business challenges. Become a nimble organization that is always prepared for tomorrow's challenges. Take a tour of the connected healthcare payer organization to learn more.

*\*Roll over each icon or flip to the next page to learn more.*



## CLAIMS MANAGEMENT



### APPEALS AND GRIEVANCES

Accurately triage, manage and document every appeal and grievance. Connect to core admin platforms, track status and deadlines, generate letters and view real-time dashboards to ensure audit-friendly, compliant processes.



### CLAIMS

Streamline your processes by securely capturing data from paper CMS 1500s and UB04s to avoid manual data entry. Output data directly into an 837 EDI file and store images directly in your image repository. Expedite suspended claims processing and auditing with automated workflows.



### CLAIMS REVIEW

Request medical documentation from providers through OnBase workflows. Payers issue a digital request to providers, providers attach the necessary records and return the data and documents electronically. The secure electronic collaboration eliminates sharing via fax, postal mail and portals.

## OPERATIONS MANAGEMENT



### MEMBER ENROLLMENT

Capture prospect forms and signatures via a mobile device and immediately send materials through your enrollment workflow. Onboard Medicare members while confidently and correctly capturing all required data and signatures at point of contact, avoiding delays, costs and missed enrollments.



### PROVIDER CONTRACTS AND CREDENTIALING

Collect, verify and track all required provider contract and credentialing data and documents in a single, secure and accurate source. View checklists, outstanding tasks, statuses and related credentialing items. Ensure clinicians are fully qualified and have current credentials.



### UTILIZATION MANAGEMENT

Further reduce manual data entry by automating the capture, indexing and attachment of medical documentation for new and existing cases. Empower nurses to focus on member wellness by providing a complete view of documents integrated with your clinical case management application.



### ACCOUNTS PAYABLE

Streamline invoice approvals by integrating OnBase with your accounting solution. Automate capture, improve information access and enhance processes to eliminate late payment penalties and missing documents.



### COMPLIANCE AND AUDITING

Prevent adverse audit findings with consistent, self-auditing, digitally enforced processes. Securely lock down every action and track all interactions through a non-editable audit trail.



### FINANCE

Dramatically reduce the time and effort spent on month- and year-end close with easy access to real-time financial information.



### CONTRACT MANAGEMENT

Quickly create and securely manage vendor, member and legal contracts. Automate tasks, create key contracts and documents using pre-approved templates and accelerate reviews and approvals with automatic notifications to better support vendor relations.



### HUMAN RESOURCES

Decrease the effort and expense of storing and retrieving employee files and increase security and compliance while elevating your service levels. Electronic forms eliminate the need for paper-based, HR-related documentation from recruitment through onboarding to off-boarding. Integrate OnBase with your organization's human resources information system (HRIS) to retrieve employee documents and data from within the familiar HRIS interfaces.



### INFORMATION TECHNOLOGY

Integrate OnBase with existing core administrative business systems to provide staff with access to critical documents from within those core admin screens. Expedite processes by automatically routing exceptions to users and queues.



### LEGAL

Manage all legal matters electronically for improved revision control and true collaboration during negotiations and other processes. Immediately access all relevant documents, cases and workflows related to legal matters. Track changes and leverage templates.



### MAILROOM

Capture every paper document, fax, email and portal interaction. Automatically classify data, extract documents and immediately route to individual or team workflows or queues.

Learn more at [HylandHealthcare.com/Payer](https://HylandHealthcare.com/Payer)

# Hyland™