

Intelligent Correspondence for Revenue Cycle

AI-powered business correspondence separation, classification and extraction



High volumes of mailed, faxed and emailed correspondence make it difficult to provide timely responses. Wading through the incoming correspondence to determine the type of request and how it must be processed is time-consuming for staff. Without advanced data extraction, document capture can become a bottleneck for timely reimbursement and compliance.

Hyland Intelligent Business Correspondence provides optical character recognition (OCR) review of documents, generative AI and large language models (LLM) page separation, classification and intelligent data extraction of key fields to reliably expedite the intake of business correspondence and speed action. Hyland provides for document storage, routing, dashboard reporting and workflow integration with other software, such as Epic Resolute or other billing systems.



Benefits

- **Speed reimbursement:** Faster processing enables quicker response times to positively impact revenue.
- **Strengthen security and compliance:** Reduce the risk of a PHI breach by automating the review of sensitive and private information, so it can be processed within compliant guidelines.
- **Reduce staff burnout and costs:** AI-powered classification and extraction reduces manual work for correspondence. For example, it supports the extraction of multiple patient accounts provided in a single document into pages for each patient billing record.
- **Improve data accuracy:** Intelligent character recognition, electronic data extraction and validation reduce errors and exceptions. It even extracts handwritten words and phrases and can re-format data such as dates consistent with policy.
- **Improve staff efficiency:** Reduce time spent wading through mail and free staff to focus on completing other related tasks before the deadlines.
- **Enhance process visibility and administration:** A web-based interface and low-code process designer simplify administration, deployment and expansion.
- **Simplify automation building:** This highly scalable capture and processing platform can address enterprise-wide IDP use cases.
- **Optimizes workflow efficiency:** Large language model powered classification, separation and extraction with intelligent field suggestions improve processing efficiency and reduce the need for human intervention.



Multichannel capture



OPTICAL CHARACTER RECOGNITION

Recognition of printed and handwritten text and other markings in the document



SEPARATION

Separation of large packets of multiple documents into individual documents for further processing



CLASSIFICATION

Identification of document types to ensure accurate and compliant processing



EXTRACTION

Extraction of data within semistructured and unstructured content



VALIDATION

Validation and verification of the extracted content, format and structure of the processed documents



AI-powered document recognition, separation, classification, and data extraction



User friendly automation platform for building and managing workflow processes with minimal code



Repositories



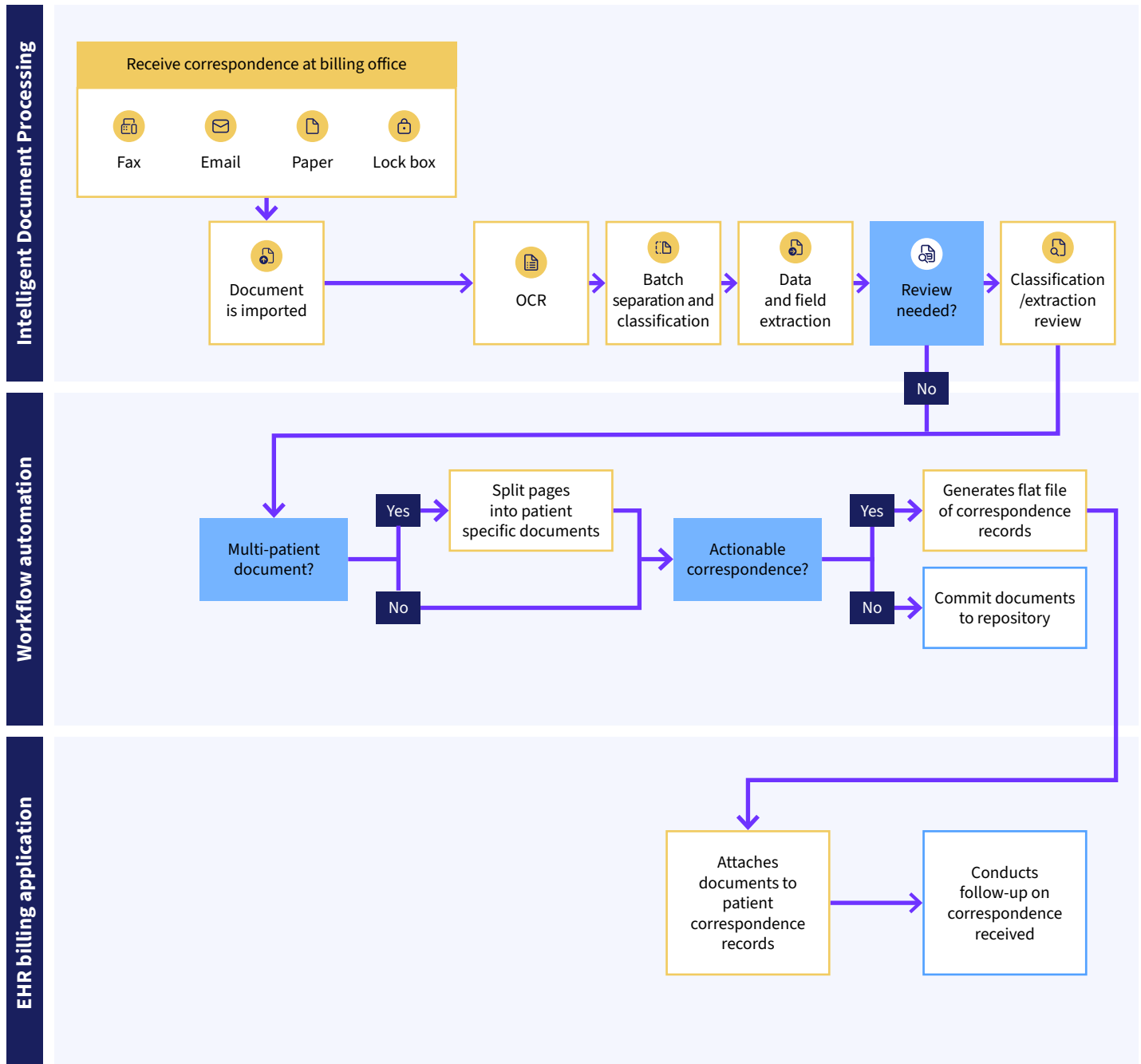
Enterprise applications



Robotic processing automation (RPA) available to add-on



Intelligent Correspondence for Revenue Cycle Workflow



About Hyland

Hyland empowers organizations with unified content, process and application intelligence solutions, unlocking profound insights that fuel innovations. Trusted by thousands of organizations worldwide, including many of the Fortune 100, Hyland's solutions fundamentally redefine how teams operate and engage with those they serve. For additional information on the Hyland platform and services, please visit [Hyland.com](https://www.hyland.com).

