Hyland®

NORIDIAN HEALTHCARE SOLUTIONS

Solution flexibility provides simplified updates to compliance processes

THE CHALLENGE

Paper-based manual processes were impeding Noridian's ability to offer quality service while adhering to Medicare provider regulations. The payer needed to speed processing time for their customers and employees across multiple offices. It also needed a solution that would meet their security requirements and easily integrate with their existing system.

That solution is OnBase.

THE SOLUTION

Working with authorized OnBase solutions provider, Databank, Noridian chose OnBase for its ease of configuration, scalability and its ability to integrate with more than 500 applications. Noridian liked how easy it is for its internal IT staff to quickly configure workflows to meet contract requirements — and the payer was especially impressed by how easily those workflows can be modified to address new CMS or HIPAA regulations or new internal controls.

With more than 1,000 users across Noridian business units relying on OnBase to perform their jobs, securely sharing information is key. By providing a centralized solution through which users can exchange information on a secure network, OnBase eliminated the risks and delays of shipping documents and reduced cycle times — all while supporting HIPAA compliance.

> "We might receive a request from a customer that relates to multiple issues. The issues may need to be addressed by multiple departments at various office locations simultaneously. This kind of action requires a system that is fully integrated, not just siloed in various departments."
>
> **Julie Paulson**
> Manager of imaging systems and support
> Noridian

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noridian
Healthcare Solutions

INDUSTRY
Health Insurance

LOCATION
Fargo, ND

SIZE
119 million claims annually
290,000 providers
13.1 million beneficiaries

DEPARTMENTS USING ONBASE
Customer Service
Claims
Enrollment

> Having a highly configurable tool that can be managed in-house allows Noridian to adapt quickly when new compliance or internal control policies are established.

Noridian automated 20 key operational processes with OnBase, helping the organization to be named as an Innovative Business User of Technology by the Information Technology Council of North Dakota. Noridian increased its privacy and security compliance with OnBase, too. Now that fax correspondence directly enters OnBase, sensitive documents don't sit on desks. Rather, OnBase immediately distributes the information via e-mail to employees. Using OnBase Workflow, Noridian ensures customers receive timely and consistent responses. The solution also automatically tracks and indexes incoming information, providing increased process visibility to managers.

By replacing paper forms with electronic forms, Noridian increased productivity and consistency. It also improved information accuracy by eliminating repetitive data entry. According to Joe Fuchs, Imaging team leader at Noridian, "This ensures that required fields are filled out, improving quality and enforcing tight controls around flow and process. With this system, users can't go outside processes."

The intuitive nature of OnBase e-forms also speeds training time, which is crucial for a fast-growing, highly responsive organization. "One of our users recently commented how much quicker a new employee can be brought into a functional area and master processes using this system," Fuchs said.

THE DIFFERENCE
Saves overhead expenses

The initial scanning implementation reduced FTE requirements in Noridian's Correspondence Unit by three and saved 400 hours of labor a month in Claims Appeals, resulting in a $600,000 annual savings. Ongoing productivity enhancements and process improvements allow staff to be reassigned to address a growing volume of business without increasing payroll.

Speeds response time

"Because most of our contracts are obtained through bids, it's the nature of our business that there will be delays during the decision-making process followed by a short interval before the solution must be up and running," Paulson said. "We have to be poised to fulfill the requirements of that contract when that business is awarded." Having a highly configurable tool that can be managed in-house allows Noridian to respond quickly in these situations or when new compliance or internal control policies are established.

Empowers increased customer service

Noridian uses OnBase WorkView to validate dispersed information in a single view, allowing employees to generate actions with a one keystroke and provide an immediate response to a caller.

Learn more at **HylandHealthcare.com**

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