

# GAIN A UNIQUE PAYER ADVANTAGE

Enhance payer efficiency with digitization and process automation.

With the ever-increasing demand for more affordable healthcare, health insurers find themselves in a highly competitive market where they are constantly searching for new ways to deliver value while squeezing the most out of their existing capital. Content services technologies can help improve payer efficiency by streamlining process management, automating manual tasks and facilitating communications. All of these benefits are key to ensuring both short-term and long-term success.

Hyland Healthcare offers a full suite of payer solutions that address a wide variety of your most pressing challenges and initiatives.

### **Automate manual appeals and grievances tasks**

With data capture, preconfigured workflows, custom Medicare and Medicaid matrices and correspondence templates, you can automate many manual appeals and grievances tasks, increasing efficiency and productivity while ensuring compliance with regulatory deadlines.

### **Simplify communication management**

Improve efficiency, productivity and consistency of provider and patient communications with Content Composer, a solution that integrates with your enterprise applications and office productivity software.

### **Digitize paper claims processing**

Electronically capture paper claims and eliminate manual data entry, reducing processing costs by 15 to 30 percent.

### **Manage provider contracting**

Manage the contract management lifecycle from recruitment through renewal with automated correspondence processing, real-time notification, gap prioritization, saved contract revisions, reporting dashboards and customizable reports.

### **Expedite enterprise search**

Unlock content regardless of where it exists — content repositories, email systems, intranets, extranets, websites, databases, claims, social media platforms and more. Enable anyone in your enterprise to build powerful queries without expertise using intuitive, menu-assisted and natural language search options. Get results that include dynamic thumbnails that are ranked based on the needs of users.

### **Streamline enrollment**

Electronically capture prospect information and automatically upload to a digital underwriting workflow, streamlining field operations and expediting new business.

The Hyland logo is displayed in white text on a green-to-blue gradient square background. The word "Hyland" is written in a serif font, with a registered trademark symbol (®) to the upper right of the letter 'd'.

Hyland<sup>®</sup>

Hyland Healthcare offers a full suite of payer-based solutions designed to streamline content management and process automation.

#### **Content-enable key payer applications**

Make related member content directly accessible via key payer applications such as Cognizant. API-level integration ensures little-to-no custom development, while in-app access to content provides a longitudinal view of member information that increases efficiency and speeds claims resolution.

#### **Reduce accounts payable costs**

Significantly reduce AP costs by as much as 69 percent by eliminating manual data entry, reducing processing time and enabling more invoices to be processed per full-time equivalent. Hyland's patented technology makes extracting and classifying invoices simple and speeds processing by integrating with your enterprise resource planning (ERP) system.

#### **Improve human resource management**

Reduce costs and ensure confidentiality by capturing and storing scanned, faxed and emailed employee documents that can be easily integrated within your human resource information system. Provide a centralized place to distribute employee information, acknowledge compliance policies and track key human resource processes like evaluations, vacation requests and forms-based tasks.

#### **Automate mail and fax processing**

Reduce errors and paper storage costs, provide for speedy, compliant processing and enhance provider and patient satisfaction by automating classification, indexing and routing of incoming mail, email and fax documents.

Learn more at [Hyland.com/Healthcare-Payers](https://www.hyland.com/Healthcare-Payers)

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