SCALE® | PaperLync®

Move away from manual, paper-based processes through intelligent automation

Even in this connected world, most healthcare organizations are still forced to deal with paper. However, with a smart, workflow-enhancing solution like Healthcare IP's PaperLync®, those days are numbered. Imagine removing the tedious, time-consuming tasks associated with appeals, claim attachments and additional documentation requests, not to mention the related paper costs.

PaperLync serves as a transit system for any healthcare-related transaction or document that would traditionally be sent via fax or the postal service. Using EHR integration and automated workflows, PaperLync eliminates the repetitive manual processes and pain-points every organization experiences.

Liberating these time-sensitive, cash flow-inhibiting processes from paper, PaperLync facilitates FTE reallocation and translates this automation to significant time and money savings.

Healthcare IP®
Intelligent RCM®

Don't allow manual, paper-based processes to be the weak link in your revenue cycle.

Appeals

Remove the heavy lifting and improve efficiencies by automating manual processes.

For most healthcare organizations the appeals process isn't much different than last century — very manual and dependent upon paper, several mailroom employees and an army of postal workers. Just printing, faxing, mailing and waiting is time consuming and costly. Enter H.IP with a practical, effective automation solution. PaperLync Appeals module draws upon actual claims and remittance data to auto-populate accurate data and disseminate the appeals electronically.

It's technological innovation being leveraged to solve a problem that's paying big dividends. Charlottesville, Virginia–based University of Virginia Physicians Group documented monthly savings of $8,500 after going live.

Features

- Integrates with SCALE® Denial Management to fully automate appeal workflow
- Auto-fill custom letters and payer-issued forms with accurate information
- Customizable to client needs and user preference
- Reporting available to monitor employee and financial productivity

Benefits

- Eliminates manual processes and human error
- Produces greater workflow efficiencies
- Reduces expense and refocuses FTE priority
- Decreases paper purchase, storage, archival and disposal expense

Claim Attachments

Include claim-supporting documentation electronically, no strings attached.

The trend toward payers requiring more documentation is undeniable and, as the battle for reimbursement rages on, there's no doubt even more will be required in the future. Healthcare organizations across the nation are seeing an increase in denials directly attributable to requirements for additional documentation. More and more payers, both governmental and private, want to see op notes, scans, anything that might corroborate (or controvert) the claim.

No more converting claims to paper just because they require supporting documentation. Once the data is uploaded, it is automatically matched and attached to the claim. The process is completely electronic; yet, if the claim and attachment can't be sent electronically due to payer limitations, we'll handle the processing via fax or mail for you.

Features

- Claims sent electronically, regardless of document file type
- Transfer managed based on payer capabilities (275, fax, mail, web, etc.)
- Integrates with EHR workflow using our claim status engine to identify requests for documentation

Benefits

- Automates distribution of claim attachments (medical records, surgical notes, x-ray, etc.)
- Eliminates time spent printing and faxing or mailing documents
- Reduces expense and A/R days

Auto ADR

Respond promptly to additional documentation requests without lifting a finger.

All payers are upping the ante on required care documentation, but Medicare is leading the way. PaperLync Auto ADR module intelligently recognizes Medicare and other types of claims that now require additional documentation through alerts and triggers within the system. What's more, Auto ADR attaches the documentation and processes the claim with zero human involvement.

H.IP has documented the recent success of Auto ADR for OU Physicians. A division of Oklahoma University Medicine, OU Physicians is the state's largest physician group with over 660 doctors. OU Physicians reports an improved response time to documentation requests of three to five days.

Features

- Automates response to Additional Document Requests (ADR)
- Proactively addresses ADR within 24 hrs. of claim submission

Benefits

- Eliminates time spent by FTEs printing, faxing or mailing documents
- Reduces expense and A/R days

SCALE ®

Intelligent Revenue Cycle Management Solutions

Healthcare IP's SCALE® technology platform features a flexible, intuitive user interface to support all payers and all standard provider-to-payer and payer-to-provider healthcare transactions. The SCALE product family includes:

- Claim Status
- Claims Management
- Contract Management
- Denial Management & Analytics
- Integration
- PaperLync® (Appeals, Claim Attachments, Auto ADR)
- Patient Access (Flex 270 Patient Eligibility, Prior Authorization/Pre-Certification, Patient Identity/Address Verification, Notice of Admission)
- Print and Mail Solutions
- Remittance Management

Healthcare IP ®
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Corporate Office: 700 N. Santa Fe Avenue, Edmond, OK 73003   ☎ 855.413.0191

✉ info@healthcareip.com   🔗 www.healthcareip.com

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