



Documents that Express your Business



The Application



A healthcare insurance organization wanted to improve their document composition process with these specific objectives:

- Move away from the current mainframe-based composition system to a user-friendly system for ease of use
- Integrate a full Electronic Data Interchange (EDI) workflow
- Reduce the time for refund processing
- Eliminate overpayments due to incoming new claims



Documents that Express your Business



The Application





Documents that Express your Business



The Application

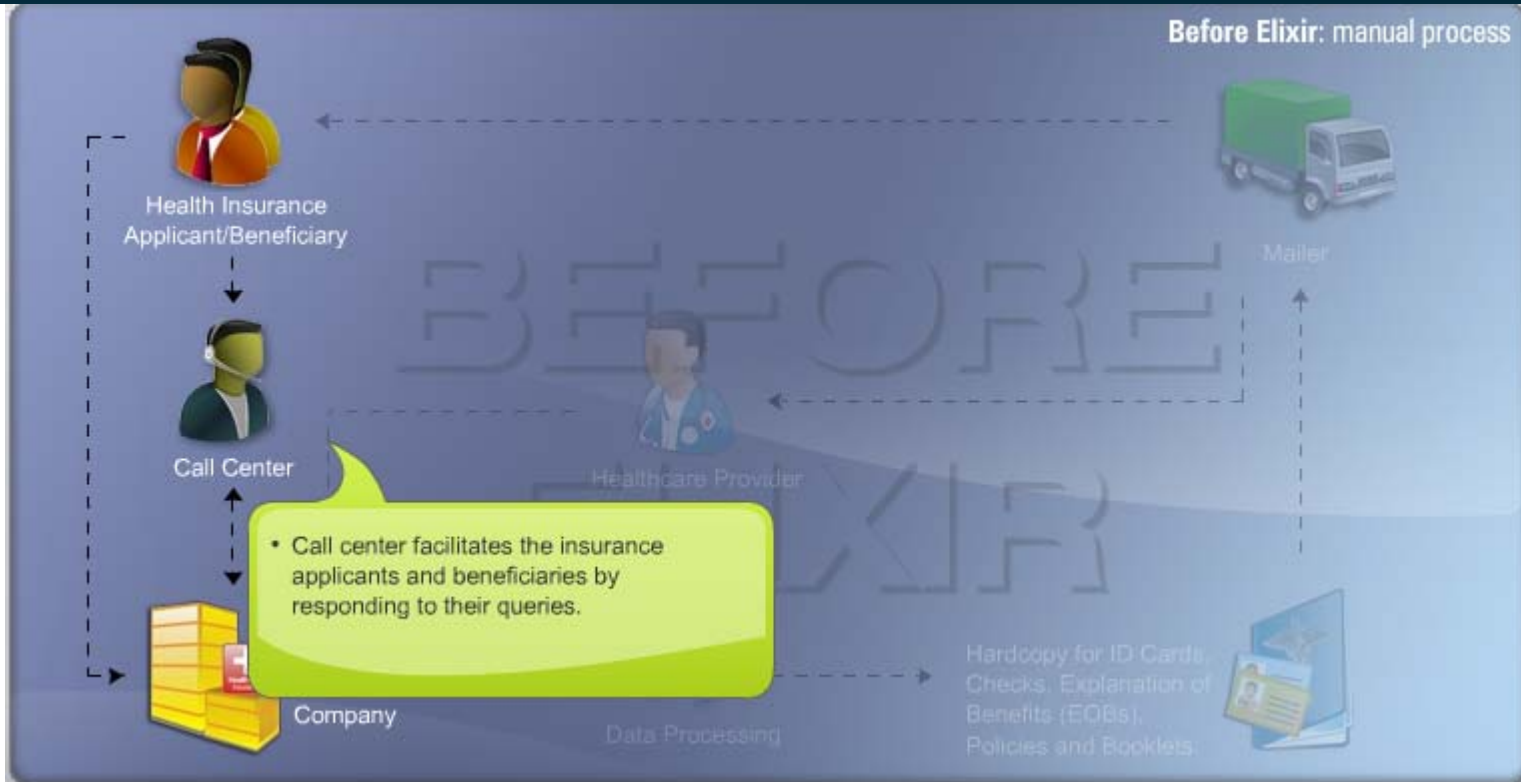




Documents that Express your Business



The Application





Documents that Express your Business



The Application





Documents that Express your Business



The Application

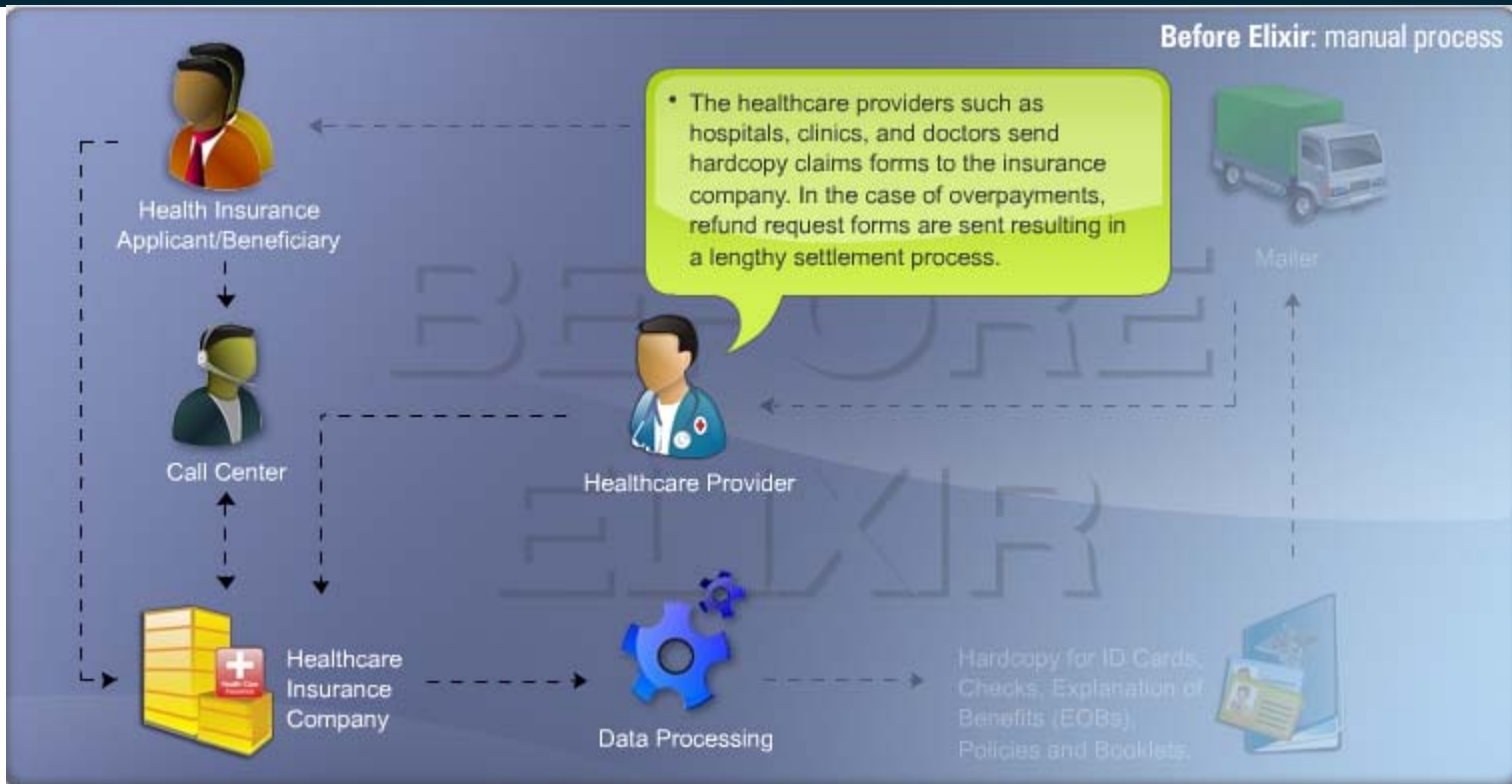




Documents that Express your Business



The Application

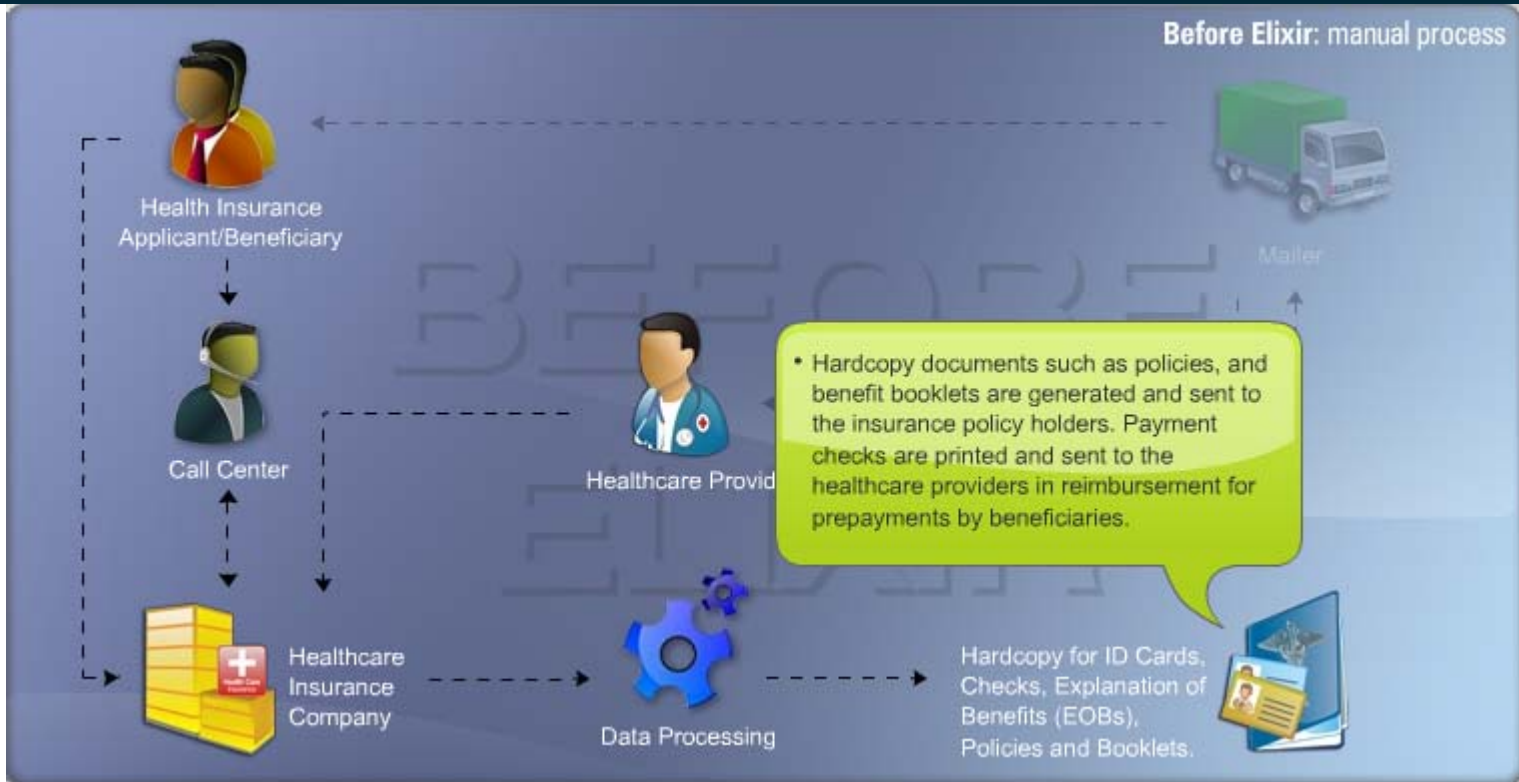




Documents that Express your Business



The Application

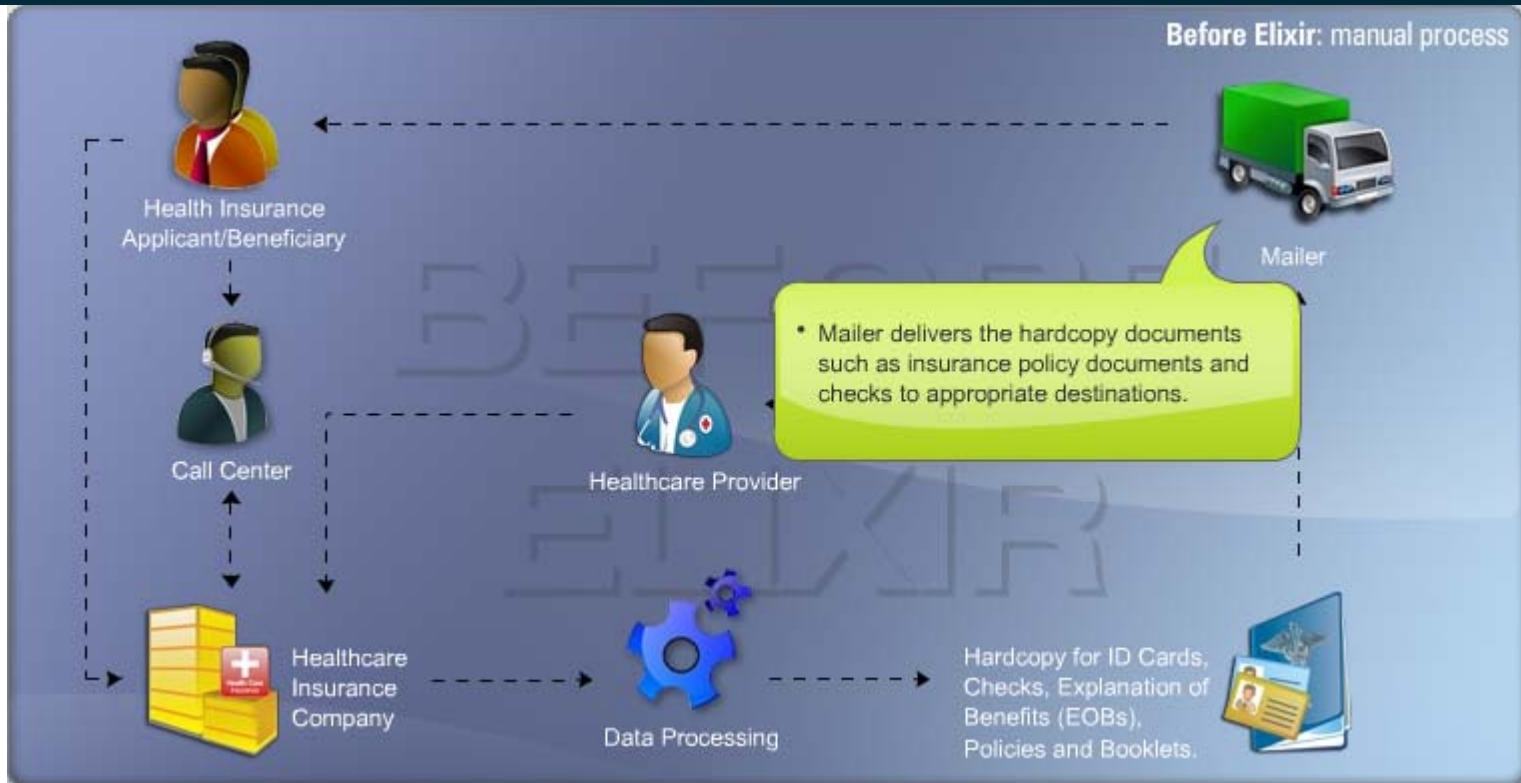




Documents that Express your Business



The Application





Documents that Express your Business



The
Application

Before Elixir: manual process

Pain Points

- Lengthy and tedious process to convert the hardcopy information into digital format for processing.
- Information has to be maintained in several locations thus increasing the cost of data management.
- The time-consuming payment process continues as new payment claims enter the system. This often results in over payments extending the entire process even more.



Documents that Express your Business



The
Application

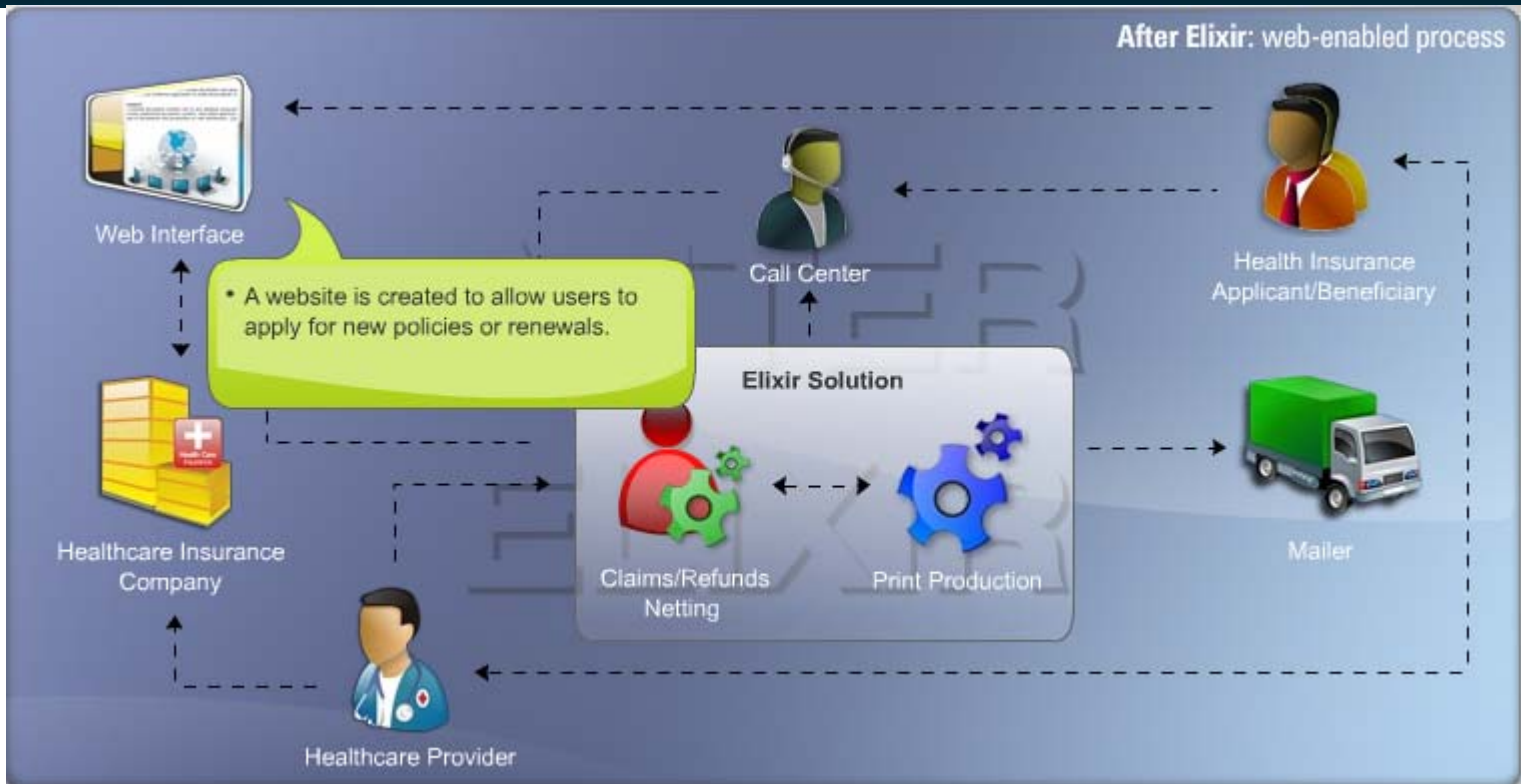
AFTER ELIXIR



Documents that Express your Business



The Application

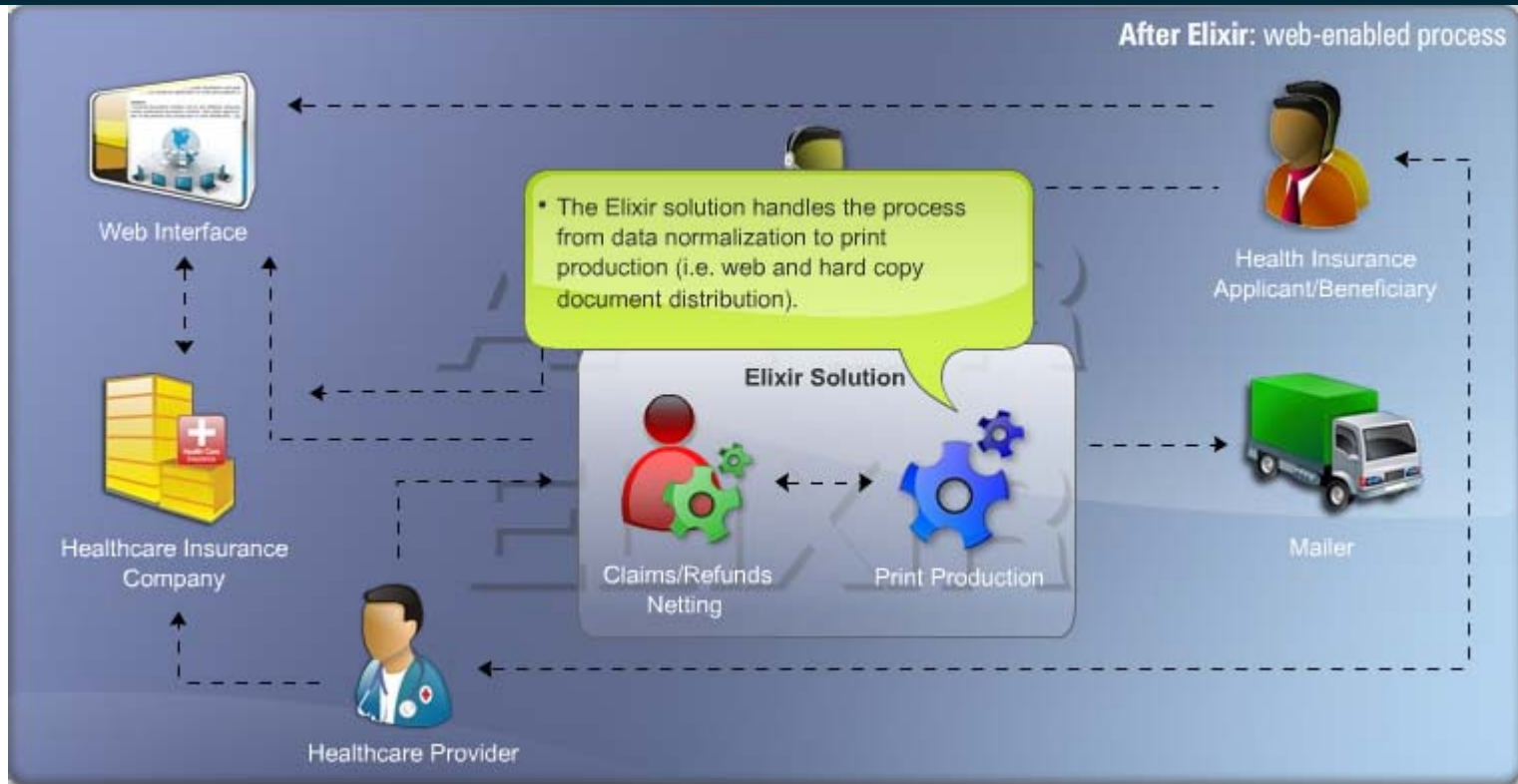




Documents that Express your Business



The Application

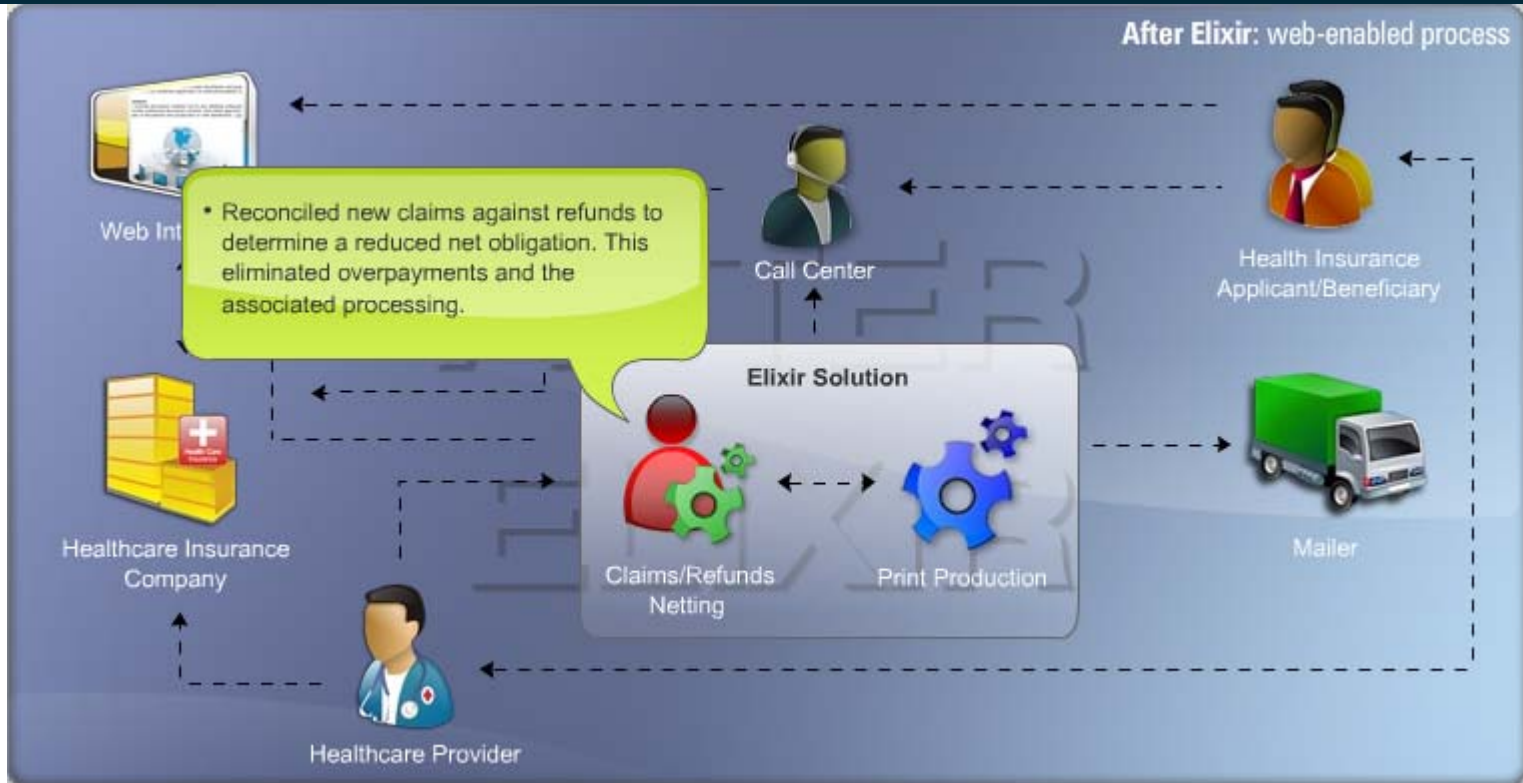




Documents that Express your Business



The Application

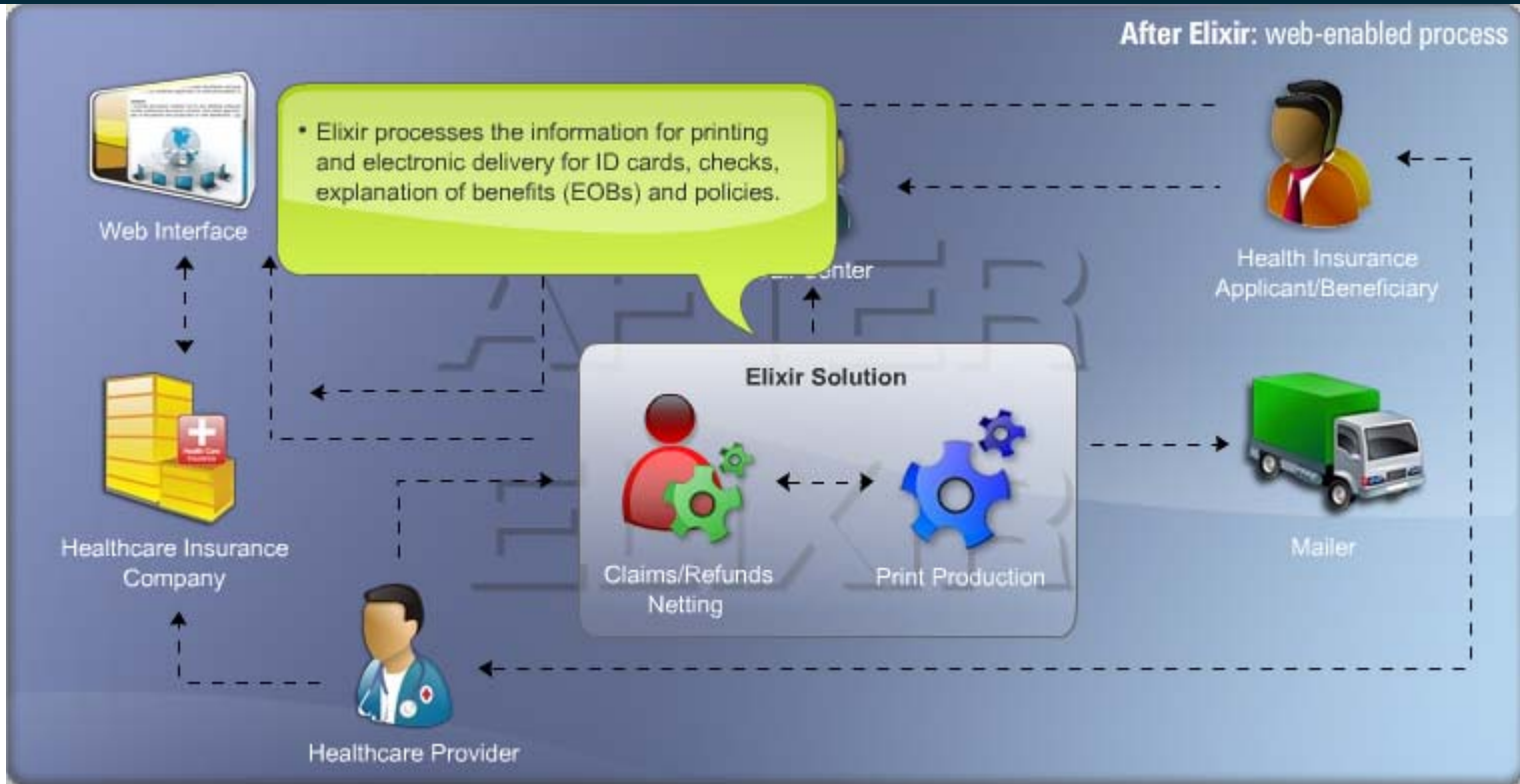




Documents that Express your Business



The Application





Documents that Express your Business



The Application

Benefits

- Moved all document composition off mainframe to graphical development environment.
- Eliminated the need for manual or phone claim submissions with web-based submittal process.
- Reduced PDF archival storage requirements.
- Eliminated overpayments by implementing claims/refunds netting process.
- Saved millions of dollars in production and mailing by offering electronic distribution of EOBs and policies.