

Document Management, BPM, and Imaging Software.



Cost-saving TPL processing made easy.

If you're struggling to stay competitive in a tough marketplace, you're not alone. Expectations of claimants, providers, and regulatory agencies are changing quicker than ever before, requiring unprecedented agility. In order to make smart decisions and offer the kind of service your customers expect, you need quick and secure access to real-time information, 24/7.

Customer satisfaction today is measured by your ability to provide instant, detailed, and accurate answers to questions. Since satisfied claimants help to maximize revenue and profits, information transparency is vital. TPL processing involving multiple databases, disparate locations, and inefficient access to documents directly opposes the service you want to provide, making it difficult to meet expectations and compete.

A 2008 Accenture study stated, "The only way to ensure durable competitive advantage and high performance is to rethink the claims organization, embracing a new vision that is built on a foundation of human performance, information access and management, claims segmentation and organizational agility."¹ Without access to real-time information, resources are wasted on routine tasks, informed decisions come too late, and companies are unable to deliver the service their customers need.

If you want to reach your potential and soar, organizational competency and agility are crucial. With Optical Image Technology's (OIT) DocFinity suite of integrated document imaging, document management, and business process management software, you can access and manage all of your information directly from your desktop or mobile device, wherever you are.

**Make informed decisions. Enhance customer service. Outshine your competition.
Don't just dream it. Do it.**

Reclaim funds efficiently:

- Casualty recovery
- Estate recovery
- Trust and annuity recovery
- Medicare and other third parties
- Cost avoidance
- Medicaid opt-out program
- Health insurance premium payment program

Say goodbye to unnecessary loss and bad debts.

Usher in a new era of profitability.

"Utilizing DocFinity, we have doubled our claims processing load without increasing staff."

- Gary Smith, Michigan Millers Mutual Insurance Company

"OIT is willing to listen to our business needs and to provide us with optimal business solutions."

- Western & Southern Financial Group Imaging Team

¹ "Rethinking Claims: Achieving High Performance in the Insurance Industry Through Claims Transformation"

Common barriers to efficient TPL processing:

- Inefficient access to data in multiple databases;
- Bad debt write-offs & denials due to high collection costs & inaccurate data;
- Inability to track changing group benefits & insurer SOPs efficiently;
- Failure to meet carrier filing requirements;
- Challenges keeping accurate TPL data;
- Difficulty searching for duplicate claims, invoices, & bad debts;
- Slow responses to policyholder questions;
- Dispersed sites for document capture & claims processing, slowing turnaround times;
- Poor performance from outsourced services;
- Difficulty complying promptly with regulations.

Benefits of the DocFinity TPL solution:

- Allows easy, instant data access via database integration;
- Determines primary vs. secondary payer status quickly;
- Delivers decision-making data from multiple systems to one screen;
- Automates distribution of work according to claims best practices;
- Manages claim-related tasks from start to finish;
- Ensures timely, consistent claims processing;
- Facilitates problem solving through interactive functionality and Web forms;
- Simplifies compliance with true reporting;
- Compares documents against requirements & determines missing files;
- Facilitates quality control audits with detailed tracking.

"We can independently handle start-up projects, but we like to consult with Optical Image Technology because they have a wide range of experience, and we have learned that is very valuable." - Anne Castro, Chief Design Architect, BlueCross BlueShield of South Carolina

Services to help you succeed:

OIT's DocFinity suite of document management and BPM/workflow software is supported by a team of skilled, experienced services personnel and partners who can configure and customize products to meet unique needs. Clients can take advantage of specialized services in areas such as:

- Business process analysis
- Consulting
- Systems integration
- Customization
- Training
- Business continuity & disaster recovery planning
- ...whatever it takes for you to reach 100% success.

**Why pay more for less? DocFinity.
Smart solutions for business.**

The results

One of America's largest medical labs eliminated \$6.1 million in bad debts by integrating legacy and business systems with DocFinity ECM to drive efficiency.

Michigan Millers' claims department reduced processing from 30 days to 3. Premium growth: 16% to 300%. 30% more claims processed. \$100,000 in paper savings.

Unitrin Direct processed 15% more work with half the staff. Effective correspondence handling increased underwriter productivity 50%.

**Don't just hope for the results you need.
Expect them.**

