



SUCCESS STORY

FORTUNE® 100

“We didn’t know the best way to maximize our new Opex technology, and the Mavro team explained things to us in a way we understood. They anticipated our questions and presented solutions tailored to our needs. The team was remarkable in the way they guided us through the process.”

- Operations Manager,
Oklahoma Site

A Fortune 100 Company Teams with Mavro to Optimize Complex Forms Processing and Greatly Reduce Costs

Our Customer Faced Tough Operational Problems

Mavro recently helped a Fortune 100 company that has contracts to process Medicaid claim forms at several locations in the United States. The method being used to process the UB 92 and HCFA 1500 healthcare forms was extremely inefficient. Specially trained operators opened each incoming envelope by hand, and using their detailed knowledge of the forms, they separated the transactions into one of 15 different types. Each separate type was then batched and hand fed into high-speed Kodak scanners, with the captured images being fed to a downstream SunGard RRI system for data extraction.

An additional complexity was that some of the transactions were identified as RTPs (return to providers). These transactions required yet another difficult manual process to identify the return reason, separate the contents, and generate the correct cover letter to include with the returned items.

With daily volumes of up to 15,000 envelopes and an average of 4 or 5 pages per envelope, processing these forms was a costly, labor-intensive task.

Mavro Designed a Targeted Solution

Mavro worked with onsite personnel to understand their requirements and to design a new system based on One-Touch extraction and scanning. Opex AS7200i and AS3690i scanners are now used to extract and scan almost all transactions, with no need for manual extraction or sorting.

After scanning, Mavro software automatically recognizes and classifies the vast majority of the transactions by type. Those that can’t be recognized are presented to keyers for image-based classification. Mavro software can present images with the red background printing used on the Medicaid forms intact, removed, or replaced by a light gray. This allows keyers to easily locate the information in critical fields.

Once classification is complete, the Mavro software employs advanced Smart Batching™ technology to separate the transactions into logical batches of like type and transforms the image data into a format that mimics the output from the old Kodak scanners. After completely removing the red printing from the forms, Mavro passes the data on to the SunGard system for data extraction. Removal of the red printing allows the SunGard system to extract data at maximum efficiency. And Mavro software’s ability to reformat image data allowed the new front-end capture equipment to be installed without the need for costly programming modifications to the back-end SunGard system. Mavro



“Mavro really took the time to understand our challenges, and they based the system on our employee’s skills so we could get the best production. They were always available when we needed them. It was a very smooth process.”

- Mailroom Operations Supervisor, Florida Site



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software also streamlines the process for dealing with RTPs. When keyers identify an RTP, they enter a reason code that automatically initiates printing of a properly addressed form letter and images of the pages in the transaction. These printed pages can be inserted directly into a windowed envelope, ready for mailing the same day.

Another advantage of the new system is that as each transaction is processed, images are marked with an audit trail indicating where the associated physical paper documents are stored in the warehouse. If the images of a transaction are rejected during downstream processing by the SunGard system, the audit trail makes it easy for an operator to pull the physical pages from storage for appropriate exception handling.

The Results Speak for Themselves

Time spent opening, sorting, and scanning has dropped by 75%! The specially-trained claims sorters have become claims classifiers, and they’ve reduced the necessary time to complete their work by 85%. These dramatic reductions were made possible because the Mavro system is automatically classifying 98% of the claims by transaction type, the manual processes formerly associated with RTP transactions have been drastically reduced, and the process for pulling the paper documents associated with downstream rejects has been streamlined.

The system and productivity monitoring tools included in the MavBridge™ Dashboard software give management the ability to monitor system and operator performance in real time, allowing better staff utilization, more accurate reporting, and easier problem solving.

All of this means that the company is able to process complex Medicaid forms at a significantly lower cost, and in a time of ever-tightening state budgets, this is very welcome news.

About Mavro Imaging

Mavro Imaging is a proven leader in developing innovative Remittance Processing, Lockbox, and Document Imaging solutions. Our system-wide monitoring tools, extensive security features, and end-to-end encryption capability ensure peak efficiency and operational compliance with ICL, HIPAA, and PCI requirements. The Mavro team excels at fully understanding all project specifications and then collaborating closely with customers to implement the best possible solutions.