Working with Mavro, Raster Masters Dramatically Increases the Efficiency and Quality of Medicare Recovery Transactions

Raster Masters Was Looking for a Better Way to Process Medicare Recovery Transactions

Each year, the U.S. Medicare program issues payments that can later be recovered because the recipients have secondary insurance coverage. Raster Masters was recently selected as the new provider of image capture and lockbox services for the Medicare payment recovery program. The Medicare transactions processed by Raster Masters are complex, averaging eight pages each and including anything from a single check to multiple legal documents with supporting correspondence.

Earlier processing methods used by Raster Masters required many manual steps to process and capture the transactions. Because only 10% of the transactions include a payment, establishing a processing priority was labor intensive. Check deposit prep and delivery were manual, and large numbers of non-payment fax transactions also required daily processing.

System and productivity monitoring tools were lacking, making it difficult for managers to evaluate operator and system performance and to assign resources where they were needed most. As a result, Raster Masters was having difficulty meeting service level objectives and experiencing high processing costs.

Mavro Implements a System That Efficiently Handles Both Paper and Electronic Transactions

Mavro designed a workflow based on two Opex AS7200i scanners, some existing Kodak scanners, and a fax server for electronic submissions. The MavBridge™ Solution Suite provides automatic document classification and field recognition, thus eliminating the need for sorting payments from other transaction types by hand. The system's recognition capabilities allow easy identification of priority transactions and timely processing of these transactions in an image-based workflow.

MavBridge™ software provides comprehensive monitoring tools allowing management to effectively oversee the operation, efficiently assign resources, and quickly correct problems.

And with the new Mavro system, payments can be deposited electronically to any bank or to the Federal Government, eliminating the need for making paper deposits, speeding funds transfer, and increasing funds availability.

OPEX
CORPORATION

Raster Masters Is Meeting Service Level Targets with a Very Significant Reduction in Costs

Raster Masters is providing a true One-Touch operation. Following extraction and scanning, all processing is completed electronically using the captured images. Because fewer hand operations provide less opportunity for misapplied transactions, processing quality has improved dramatically.

Raster Masters is processing 100% of the recovery transactions on the same day and doing so with 65% less staff than the previous solution. And the comprehensive monitoring and reporting tools included in the MavBridge™ Dashboard mean that the Raster Masters management team can continue to look for ways to make their operation even more cost effective.

The system's comprehensive tracking tools enhance Raster Masters ability to meet government audit and compliance requirements. Electronic deposit means that each day's payments reliably reach the Federal Government account with no need to courier paper checks to the bank.

"The extensive tracking and monitoring capability of MavBridge™ Productivity Suite optimizes our productivity and quality and ensures integrity across our enterprise."

- **Carlos Gonzalez**, Operations Technology Manager

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.

MAVRO
I M A G I N G

22 Maple Tree Drive
Westampton, NJ 08060

609.949.9010

info@mavroimaging.com

www.mavroimaging.com