



SUCCESS STORY



“The people at Mavro and Opex are incredibly knowledgeable. I asked a lot of questions, and they made me feel like they cared about my concerns and always answered to my satisfaction.”

- **Francoise Thimon,**
Manager of Consolidated
Mail Services

Mavro Imaging and Opex Team Up to Produce an Impressive Increase in Efficiency at Dentegra Group

Dentegra Group’s Processing System Was Reliable, But Not Automated

Insurance claims processing is complex, and for companies that manually manage the incoming documents, it is extremely time-consuming. Dental claims in particular include a number of different forms, supporting documentation, and patient X-rays, all of which must be properly classified, sorted, scanned, and processed.

Dentegra Group’s commercial claims operation was manually processing as many as 50,000 claims daily. Sorting that paperwork and the included X-rays was an arduous and time-consuming process involving multiple steps, such as sequencing, information verification, and adding barcode labels.

Scanning the documents required taping anything smaller than an 8½-inch-by-11-inch document onto a carrier sheet and inserting separator sheets to define transaction breaks in the scanning workflow. High-resolution X-ray prints and film X-rays were handled via a completely separate scanning process.

While their opening, sorting and scanning operation was reliable, Dentegra Group knew that automation could reduce labor costs and accelerate document processing.

Mavro Imaging and Opex Corporation Worked Together to Streamline Scanning and Document Processing

The solution to Dentegra Group’s automation problems came by way of a partnership between Mavro Imaging and Opex Corporation. “We have done business with Opex for many years,” says Francoise Thimon, Manager of Consolidated Mail Services. “When they approached us with the Mavro solution, I saw the potential benefits right away.”

The Mavro / Opex solution enables One-Touch Scanning utilizing eleven Opex integrated envelope extraction desks / scanners and MavBridge™ Software for claims processing. Operators pull contents from each envelope and drop them directly onto the scanner rollers. To solve the problem of scanning and batching the X-ray film, Mavro and Opex incorporated a light table on the scanner beneath a Canon SLR high-resolution camera, all protected from glare using a specially developed shield.

Printed X-rays are scanned in high-resolution color. Film X-rays are pulled from the envelopes and positioned on the light table. A companion application developed by Mavro allows the operator to take an image of the X-ray and easily include it with the other scanned documents associated with the claim.

In addition to the paper and X-ray scanning efficiencies from Opex, the Smart Batching™ functionality in the Mavro solution is key to the success of this process. In the Mavro system, every transaction is classified into a category based on its content. The Mavro system then routes the transactions through



"I have no reservations at all in recommending Mavro and Opex. If you explain what you want and tell them what you are expecting, they can enhance your process."

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the appropriate image-based workflow as if they had been physically sorted prior to scanning.

"The solution was revolutionary for us," Thimon says. "Automatically sorting and batching the documents is much faster than our manual processes. We're no longer processing paper and X-rays separately and then matching them later on. Now it's all done in one process."

The Benefits to Dentegra Group Were Immediate

According to Thimon, Dentegra Group immediately experienced benefits once the new system was up and running. They include:

- **Labor and Time Savings:** Staff no longer needs to spend a large number of hours classifying and sorting paperwork.
- **Accuracy:** With fewer physical touches, there is less room for human error in the sorting and scanning process. "We operate at 99.5% accuracy, and much of that is due to the Mavro / Opex solution," Thimon says. "Everything that is scanned is presented for review to an employee in case a document is misclassified, but it is not very often that we have to reclassify a document. The machines and the software are doing their jobs exactly as they were designed."
- **Employee Satisfaction:** Eliminating manual sorting has improved employee satisfaction because staff can spend more time on value-added tasks rather than on tedious hand sorting. Reducing the paper handling has also provided ergonomic benefits, and employees are more productive. "The machines are highly ergonomic," Thimon says. "Our employees' health is important above all, and the solution is designed for their comfort and safety."
- **Productivity Tracking:** Managers have real-time visibility into staff productivity using the dashboard in the Mavro solution. "With the dashboard, we have at our fingertips an incredible amount of data about our operation," Thimon says. "We don't have to guess what our employees are doing. We can see when they are scanning or batching, and the information is incredibly detailed."

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.