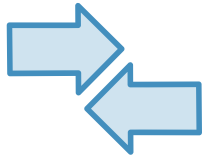


Keeping Healthcare Infrastructure Healthy

BCBS solved paper processing inefficiency with one-step automation



Industry:
Insurance



Volume:
Average volume is 9,000 pages per day



Processing:
Medical premiums and applications from 3.6 million subscribers consisting of mostly paper check payments

“I enjoy working with Mavro because they are honest, down-to-earth people. No fluff – they tell me something and then show they can deliver it.”

Cheryl Thomas

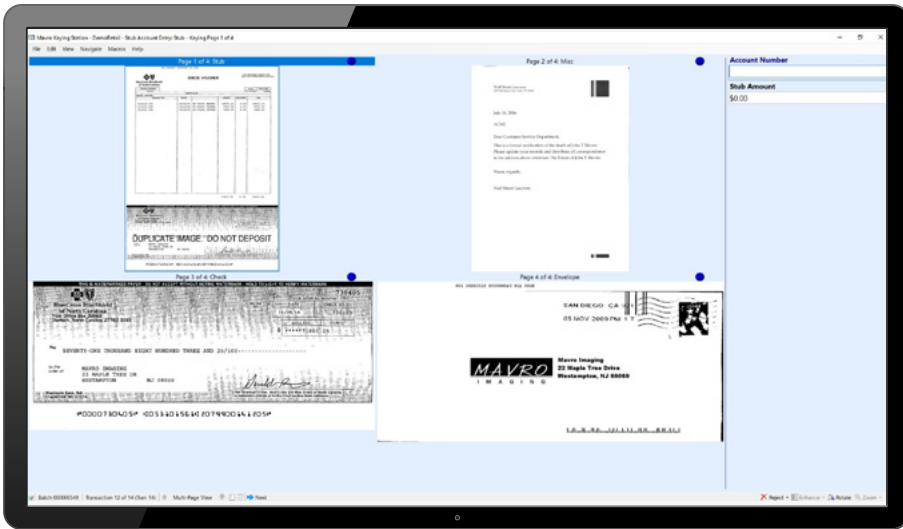
Operations Manager of Payment Processing

THE CHALLENGE:

Large number of exception payments required research and extended time to process. Even with automated extraction, there was no way to track daily volume in real-time, evaluate operator efficiency or know the time needed to process a payment from beginning to end.

OUR SOLUTION:

With a highly advanced infrastructure of MavBridge™ Software and OPEX Scanners, BCBS now opens, preps and scans documents in one step. The system automatically extracts and validates data, previously performed manually. High fluctuations in daily volume are easily accommodated and paper never leaves the mailroom.



Disaster planning was expanded and Image Cash Letter electronic deposit was instituted for faster funds availability. Reporting and dashboard tools give real-time visibility into system status and associate productivity. Now management can see if work is stuck in queue or aging to consistently meet deadlines.

Implementation Ingredients

Thorough discovery and assessment was especially key to deliver on-time and on-budget and provide a seamless transition to a new solution.

Increased Quality All-Around

Automatically extracting data from document images significantly increases accuracy over manual entry for both internal and external customers.

Accelerated Funds Availability

Image Cash Letter (ICL) uses advanced algorithms to improve check image quality resulting in faster, more convenient deposits and fewer fees.

20/20 Vision Into MavBridge

Powerful reporting and dashboard visibility give a clear picture of system health and operator productivity to best distribute the workload and optimize processing quality.

ABOUT MAVRO IMAGING

Mavro is committed to helping companies gain efficiency, reduce manual labor and save money by intelligently processing documents and payments. Our revolutionary remittance, forms, medical claims and lockbox software is fully configurable, scalable and is backed by support from our responsive team of experts.



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