

SUCCESS STORY

Streamlined Operations and Improved Accuracy

How United Concordia Dental Cut Mail Processing Time by 60% and Saved Nearly \$1 Million with Mavro's one-touch document processing

United **Concordia**
dental™

Industry:

Dental Insurance

Volume:

500,000 pages per month

Processing:

Claims, Checks, X-Rays,
Forms, Inquiries, and more

THE CHALLENGE:

United Concordia Dental, serving more than 10 million members, was manually processing all incoming mail—claims, X-rays, payments, and inquiries included. Each piece of mail required multiple steps: opening with OPEX mail openers, manual batching, separating and stickering X-rays, and then scanning with Kodak scanners. Items were handled an average of six times before being fully imaged in the system. This labor-intensive workflow increased the risk of misplaced or misdirected X-rays and other critical documents.

TECHNOLOGY:

[MavBridge®](#) software with [One-Touch Processing](#) and Connect™ Web Portal OPEX Falcon® scanners

“Mavro made the transition seamless and went above and beyond to share their expertise every step of the way. Their response time is outstanding—anytime we email about an issue, they're on the phone within minutes with a solution. Their service is truly second to none.”

Andy Donton

Senior Internal Business Systems Analyst

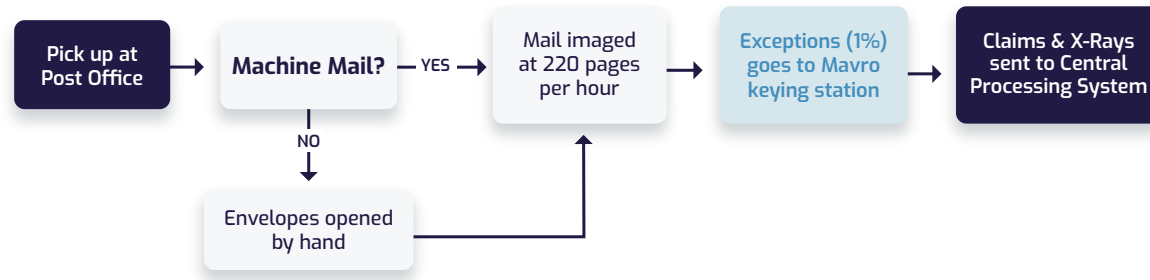
MAVRO
IMAGING

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OUR SOLUTION:

After seeing a demo of [MavBridge](#), United Concordia quickly realized it was the right solution. In just three months, Mavro's [One-Touch Processing](#) replaced their manual system—eliminating redundant touchpoints, speeding up throughput, and freeing employees to focus on higher-value tasks.

Weekly Mail: 40,000 Claims



Pleased with the results, United Concordia also replaced its legacy OCR system with Mavro's advanced OCR solution, resulting in a 50% increase in production. The company also added a Mavro email import system to automatically read claims that are faxed or emailed, verify claims data, and deliver it in 837 format directly to the claims processing system. United Concordia is now also working to implement a check scanning, processing and direct deposit solution from Mavro.

Mavro's commitment doesn't stop at implementation—its support team responds to requests within minutes, ensuring uninterrupted operations. Mavro's engineers are also continually add new capabilities to support evolving business needs.

RESULTS:

- ✓ **Labor & Time Savings**
Reduced weekly mail processing from 4 days to less than 1.5 days
- ✓ **Cost Savings**
\$928,000 saved in the first year
- ✓ **Improved Accuracy**
Automated business rules route claims and inquiries correctly
- ✓ **Automation**
An email processing component handles digital documents just like physical mail
- ✓ **Increased Production**
A 50% increase in production with Mavro's advanced OCR solution
- ✓ **Employee Satisfaction**
Users appreciate the system's ease of use and continuous improvements

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.