



# Imaging, Data Capture and Forms Processing Solution

## A State's Department of Social and Health Services (DSHS) - US

### Project/Service Category

Design and Implementation of Imaging, Data Capture and Forms Processing Solution

### Benefits

- Automated processes reduced claims adjudication time.
- Gained relevant and timely business insights enabling sound decisions.
- Increased productivity levels.

### Background

One of the State's Department for Social and Health Services developed a new Medicaid Management Information System (MMIS) in 2009 that replaced a 25-year old legacy system that pays doctors, other health care and social service providers around the state for the services and treatment received by the people with low income.

HTC was responsible for the design and implementation of Imaging, Data Capture and Forms Processing solution, and providing operations and support services for MMIS. Since the deployment of this solution, HTC has also been providing onsite services to manage the whole operation for the conversion of paper claims into EDI records and other support documentation into digital format along with captured data in XML format.

### Solution

- Scan paper claims and documents capable of supporting 650,000 documents/month
- Auto-indexing of scanned and faxed documents including claim support documents, prior authorizations using data capture technologies to enable keywords based search
- Form data capture using OCR and ICR technology
- Workflow for claims, fax and document processing
- Data correction, validation and editing capabilities
- Transform claim records into EDI format and export to claims processing system
- Reports – productivity, data capture quality, system usage and data analysis
- Export and archive document images into content repository
- Integration with legacy systems

- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001, and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms, and domains



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