



Digital Mailroom and Document Services

Delivering Value through Personalization

Intelligent, Data-Driven Mailroom and Document Services for the Digital Age

Growing membership rolls and an increasingly complex regulatory environment in the healthcare industry have driven amplified use and reliance on paper and a variety of electronic formats across enrollment, payments, claims, and provider contracting and credentialing workflows. The ability to scale operations to adequately receive, digitize, extract and distribute critical data contained in this deluge of paper, threatens to overwhelm. Improper management of this enormous and growing volume of electronic media and paper can often be found at the root of member dissatisfaction and/or compliance challenges. Delays in claims processing, reimbursements or adjudication can also result in costly fines and related compliance issues, as well as reputational and operational risks.

Firstsource helps payers increase membership and satisfaction, minimize administrative costs, and remain in full compliance by ensuring all documents are processed efficiently and accurately.

Our people, process and technology are used by 5 of the top 10 healthcare payers to help them scale at will to market needs and business demands. Our Digital Mailroom and Document Services help payers:



Improve data quality, decision support and customer experiences

1

Optimize processes with fewer touch points

2

Minimize or eliminate compliance-related fines

3

Reduce storage and handling costs

4

Maintain HIPAA and PCI compliant security standards

5

Continuously enhance the process

6

Optimizing Your Workflow

Delays in claims processing, reimbursements or adjudication are a major source of revenue loss as well as member and provider dissatisfaction in the healthcare payer industry. Firstsource's automated workflow solutions make even the most complex claims time and cost efficient, saving as much as 40 to 60 percent in mailroom operating costs.

As content volume and variety grow, the need for transformation and efficiency in the digital mailroom is becoming an imperative. Payers face the challenges of multiple mailrooms, increasingly complex TAT requirements, and inefficient tracking and reporting processes. A mailroom operation that fails to keep up and scale to growing volumes and content variety can lead to operational, reputational and compliance risks.

Mailroom functions and document management are not only critical to efficient and compliant payer operations; they are increasingly important elements of the customer experience, as well as continuity of service and communication for both members and providers.

Firstsource applies leading-edge content management technology, advanced automation, and the highest level of data security to provide efficiency and precision.

Handling more than 5 million digital transactions per month for healthcare payers across the U.S., Firstsource provides complete mailroom services for all input types (hard copy, EDI, FTP, disk, batch, email, and large formats). We start by receiving, opening, hand-batching, and electronically sorting and imaging hard-copy documents, then capture, cleanse and transform data to create an intelligent, centralized data repository - enabling data to be transmitted without the risk of loss or corruption.



Creating a Center of Data-Driven Intelligence

Handling documents and data directly impacts the customer journey, operational effectiveness and efficiency – and costs money. Using our proprietary Sympraxis 6 automated workflow enhanced with Robotic Process Automation (RPA), Machine Learning and Artificial Intelligence (AI), Firstsource automates manually intensive tasks and enables data-driven decisions across people, process and technology – helping you to improve efficiencies, service and quality. We provide:

- A secure, centralized data repository accessible on and off site
- Rule-driven document classification, coding, sorting, data capture and cleansing
- Automatic member eligibility determination
- Personalized mail generation and customer support tools
- Auto-adaptive: Constant learning, improvement and optimization

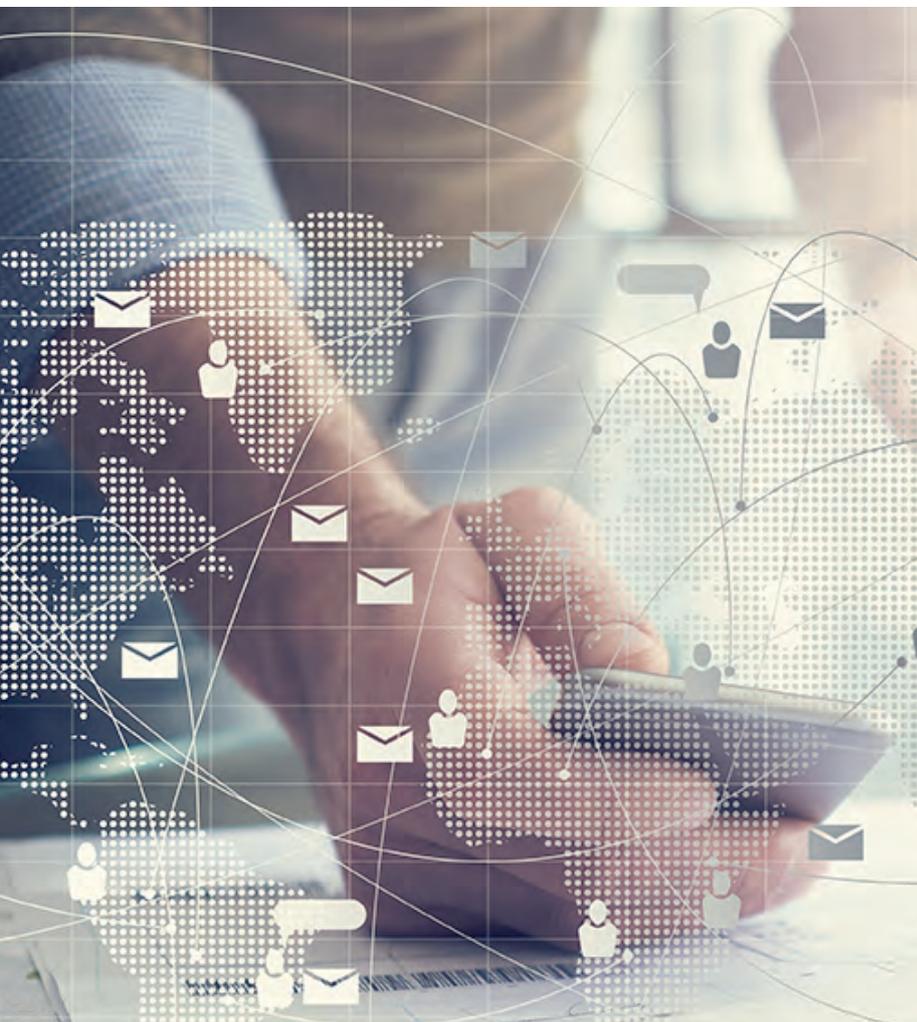


Digital Mailroom Services

- Mail receipt and initial sort across all paper and electronic formats
- Document classification, sorting and indexing based on payer business rules

Imaging and Data Capture

- High-performance, high-definition scanning
- OCR and ICR



Automated Workflow

- Workflow management across multiple systems
- Document indexing and member eligibility

Robotic Process Automation

- Standardized electronic inputs
- Data capture, cleansing and transformation

Machine Learning and AI

- Smart answer sheets supporting customer outreach
- Automatic updates to customer systems and outbound mail generation

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Helping Customers Stay Ahead of the Curve through Transformational Technologies and Capabilities

Firstsource Solutions Limited is a leading provider of customized Business Process Management (BPM) services. Firstsource specializes in helping customers stay ahead of the curve through transformational solutions in order to reimagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, UK, Philippines and India. Our 'rightshore' delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.