

Business Case:

Sedna LLC is a business process provider, headquartered in Malvern, PA. Sedna LLC has expertise in healthcare forms processing, insurance claim processing and scanning services.

Client X is a provider of specialty managed care services to the workers compensation industry.

Client X was involved in a project that required, *inter alia*, the daily conversion of thousands of paper claims into digitized files. Project planning was complicated by the fact that the volume of paper claims could fluctuate significantly as the project ramped up. In order to provide service in a competitive marketplace, Client X needed a flexible, cost-effective solution for this section of the process flow. Importantly, several downstream processes used the digitized files. Therefore Client X needed to ensure timely data capture and high levels of data accuracy.

Solution:

Client X contracted a part of the digitization process to Sedna LLC. The process flow was split into the scanning and data entry steps. The client's data entry personnel scanned paper claims into a .tiff format in their office. The scanned forms were uploaded daily onto a secure FTP site and then downloaded at the production facility. The images were distributed to data entry operators through the use of custom software that had been developed in-house. The software also tracked data entry productivity and archived data as needed.

The dual entry data model, coupled with random-sampling QA was used to ensure 99.5% accuracy on standard HCFA1500 and UB92 forms. Each form was assigned to two operators and their entries were compared by data verification software. Finally, a random sampling of forms was manually checked by a quality assurance team. The final work-product was zipped and encrypted before being uploaded onto the FTP server.

A noteworthy feature of the study is that Sedna LLC was able to deal successfully with a higher-than-anticipated volume of non-standard forms. These forms, such as pharmacy bills were not in standard HCFA1500 or UB92 format. Some provisions had been made to process a small volume of non-standard forms. In order to deal with the higher non-standard form volume, special software was developed to make the data entry task easier. Sedna LLC representatives worked closely with the client's representatives to formulate data entry rules for non-standard forms. A weekly meeting was set up in order to directly connect senior operations personnel with their counterparts at the client. This facilitated the handling of unforeseen data-entry issues.

Summary:

Sedna LLC was able to meet the client's requirements with regard to accuracy and turnaround time. In addition, its operational model proved robust enough to handle high volumes of non-standard forms.