

## HOW EDM AMERICAS LEVERAGES AUTOMATION FOR MEDICAL CLAIMS PROCESSING SUCCESS

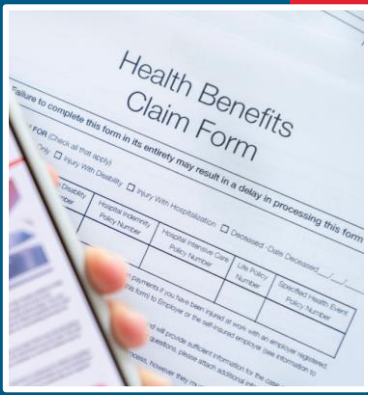
Through a combination of innovative technology and in-depth industry knowledge, EDM Group — a leading international provider of Business Process Automation and Information Management solutions — streamlines business processes and workflows for their clients.

EDM Americas—a division of EDM Group—provides information technology solutions and services for banking, healthcare, insurance, and other sectors. As part of their insurance services, they offer business process management that includes claims processing. Depending upon client requirements and business objectives, EDM Americas provides a mix of skilled staffing and information technology to support business process outsourcing.

### Challenge

A leading insurance provider turned to EDM to outsource their medical claims processing to lower costs and optimize the overall workflow in order to manage claims within a tight timeframe.

As part of this effort, EDM sought to improve their own internal processes through applying document automation to reduce the amount of manual data entry for claims documents. While they already had OCR software in use, the ability to easily configure and deploy complex claims data extraction functionality was limited. They also needed to accommodate the poor image quality associated with claims that were printed and scanned or faxed, which prevented use of more reliable drop-out ink forms.



**“Onboarding our new client gave us the opportunity to initiate new processes and adopt new automation. We were already familiar with Parascript software because its handwriting recognition capabilities, which is a big differentiator and eliminates much of the implementation costs.”** - Anthony Dorr, Director of Professional Services at EDM Group

In addition, EDM needed to introduce automation capabilities without any disruption to their data verification workflow. They had to produce results without requiring EDM staff to be trained on new software and without having to introduce new workflow applications.

## Key Performance Indicators

**SMART LEARNING**  
Maintaining accuracy in production

**INTELLIGENT CAPTURE**  
Data extracted automatically without error-prone manual data entry

**RAPID**  
Secure Straight Through Processing

## Solution

EDM selected Parascript FormXtra.AI and the pre-built, tuned claims classification and data extraction module to automate the medical claims data extraction process. Because the claims module is pre-tuned to a high level of performance for both red drop-out and especially bitonal (black and white) claims, they deployed the solution in a much quicker timeframe knowing that they would receive good performance results for claims regardless of image quality. The software also handles claims data that is handwritten, bringing into the fold the entire spectrum of claims submissions.

Since FormXtra.AI is available as a highly-embeddable runtime API, it was easily integrated into their existing workflows and business applications without disruption to existing processes.

## Results

The new process now involves an intake of claims forms and other claim-related correspondence via high-speed IBML scanners delivering images to a Kofax workflow solution. Claim form images are routed to Parascript FormXtra.AI for data extraction via the runtime API, then on to a verification step exception handling. Finally, images and claim data are delivered to the client via industry standard EDI837 files. Claims with true exceptions, such as missing required documentation, are routed to EDM’s Print facility, where a letter is automatically printed and mailed to the participant.

Using FormXtra.AI, the EDM solution leveraging Parascript FormXtra.AI was able to significantly reduce the typical staff required for manual data entry and review. They were also able to speed-up completion of batches. Another added benefit was that the client operations using FormXtra.AI were less impacted by the COVID19 pandemic because fewer staff were involved and transition to a work-from-home environment required less effort.

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