PATIENT COMMUNICATION ARCHIVING AND E-PRESENTMENT SOLUTIONS FOR HEALTHCARE PAYERS AND PROVIDERS

CRAWFORD TECHNOLOGIES

Alfresco®

OVERVIEW

Crawford Technologies offers a statement digitization and e-presentment solution designed for healthcare payers and providers based on CCM Gateway for Alfresco. The solution captures the outbound, high-volume customer communications produced by healthcare administrative and billing systems, indexes and converts documents into industry standard formats like PDF/A and stores them efficiently in the Alfresco Content Services platform. Individual documents are delivered to consumers through web portals and mobile applications as either PDF or HTML5.

CCM Gateway for for Alfresco helps healthcare providers comply with industry regulations, such as HIPAA, using Alfresco Records Manager and CrawfordTech Document Security. CCM Gateway for Alfresco supports Accessible PDF and Accessible HTML to ensure equal access to customer communications for the blind and partially sighted.

Business Challenge

Each day healthcare payers and providers, and related services organizations generate millions of customer communications such as invoices, statements, benefits explanations, and other documents that are essential in receiving prompt reimbursement, coordinating benefits, and maintaining relationships with patients.

A significant percentage of these communications are still printed and posted, costing hundreds of billions of dollars each year. However, a growing demand for digital formats on mobile devices and via the web provides opportunities for both cost savings and improved customer service.

Existing systems for managing outbound communications are often based on legacy mainframe technology that are over 30 years old. These systems were designed for a small number of internal users and are expensive to scale for access by millions of consumers.

Added to this challenge, legacy archiving and e-presentment systems are complex, expensive to maintain and rely on legacy print formats, such as AFP or text, for archiving. However consumers today need access to correspondence via modern web friendly technologies like HTML5 and PDF.

Solution Benefits

By adopting Crawford Technologies Statement Digitization and e-Presentment Solutions for Alfresco healthcare companies can:

- Save on average 60 to 80 cents per transaction on the cost of print and posting by changing to digital correspondence and e-presentment

- Reduce call center volumes and improve customer services by expanding access to correspondence via the web and mobile devices

- Achieve compliance with industry regulations and with automated records management

- Deliver consistent services for the partially sighted and ensure compliance with Section 508, AMA, AODA, the UK and EU Equality Acts

- Replace complex, mainframe systems with modern, next generation digital archives to significantly reduce IT costs

Healthcare organization communications are strictly regulated by authorities around the world. Not only do patient and internal communications need to be in compliance, but these documents often define the contract between the organization and the patient. It's essential that the solution for managing these documents be flexible and scalable to support evolving business and patient requirements.

With an aging population it is now estimated that over 2% of the population requires access to correspondence in alternate formats such as large text or braille. Delivery of alternate formats is patchy at best, and increasing enforcement of regulations like the Americans with Disability Act (ADA) mean that systems for producing alternate formats must be improved if healthcare payers and providers are to avoid large fines.

Solution

Enterprise Archiving with Alfresco

Alfresco's Digital Business Platform is designed for the most demanding administrative and clinical needs of the healthcare market, and can readily scale to the volumes common place in the healthcare industry. The advantage of managing both inbound and outbound correspondence in the same place is that an enterprise archive can provide a 360 degree view of customer activity to both administrative teams and to the consumer through self-service portals.

Universal Patient Communication Archiving

Healthcare payers and providers and their print service providers must support a wide range of applications, document types, and print formats in their patient communications workflow. CrawfordTech offers universal patient communication archiving across virtually all healthcare business applications, print formats and document types. We support the widest range of source document formats, including AFP, Metacode, legacy formats, PDF, and more, and can archive in the native formats or in industry standard PDF/A. When integrated with the Alfresco platform, the combined solution ensures that patient communications can simplify administrative processes, reduce the burden on call centers, and help to improve patient satisfaction.

Healthcare Workflow Automation

Crawford Technologies and Alfresco understand the complex needs of document workflow within the end-to-end healthcare clinical pathways. Our solutions and expertise have helped many customers leverage inbound and output correspondence to ensure that administrative and clinical processes operate efficiently. We can help optimize document-centric processes and reduce costs while ensuring these processes integrate closely with core patient administration systems.

Integrations with Healthcare Applications

The enterprise applications that generate healthcare communications have grown over time to support the varying needs within the healthcare market, and often leverage document composition tools to generate printed output. CrawfordTech can integrate seamlessly with the output of these systems and help manage the complex print and archiving workflows that will enable automation and improve efficiency.

Some quick technical facts:

Target Archives

- Alfresco 4.5, 5.0
- Alfresco UI compatibility with Share
- Alfresco API compatibility with CMIS
- Alfresco Storage compatibility with CIFS, NFS and Amazon S3

Operating Environment

- Microsoft Windows Server 2008 R2 x64 & 2012 x64
- Red Hat Enterprise Server 6.x x86, 6.x x64, 7.0 x64
- SUSE LES 11 x86 & x64
- Microsoft SQL Server 2008 R2
- Oracle 10g Release 2, 11g Release 1 and 12g
- AIX 7.1 PowerPC

Formats

- Advanced Feature Presentation (AFP)
- MO:DCA
- PDF v1.4+
- PDF Universal Accessibility (UA)
- PDF/A
- Line data – ASCII, EBCIDIC, Fortran control codes
- Image data – TIFF, JPEG

Source Archive for Migrations

- ASG Mobius
- Control-D

Patient Portals and Online Presentment

Online portals help enrich the consumer experience through access to correspondence and clinical records, giving patients the ability to view their own records while reducing the burden on administrative staff. Alfresco and CrawfordTech's solution provides all the granularity of document level access while optimizing high-volume performance, resulting in portals designed to service thousands of requests per minute.

Consolidating and Migrating Legacy Archives

Many large healthcare payers and providers have accumulated a legacy of multiple archive silos that service different areas of business, a problem exacerbated by the numerous mergers and acquisitions in the healthcare market. Alfresco and CrawfordTech have the technical platform and professional expertise to help migrate documents from legacy archives such as Datawatch RMOD, Control-D or Mobius onto modern platforms, maintaining and improving access to historical information.

Accessible Documents

Healthcare payers and provider need to ensure that communications comply with local regulations regarding document accessibility like the Americans with Disabilities Act (ADA) in the US. CrawfordTech's accessible document solutions allow patient communications to be converted into traditional accessible formats like braille, large print and audio as well as in new digital formats like accessible PDF and HTML5. Ensuring that every document is an accessible document is the goal of our accessible document solutions integrated with Alfresco.

Consulting, Training and Support

Crawford Technologies Professional Services are recognized for their in-depth healthcare industry knowledge and unequalled expertise in electronic document processing systems and applications. We provide a unique combination of knowledgeable IT professionals, industry-leading technology and proven processes, and know what it takes to design and implement healthcare archival systems for optimal performance.

Conclusion

Crawford Technologies has a long track record of developing robust patient communications solutions that streamline print operations and archiving.

Healthcare payers and providers are seeking new ways of addressing the challenges of patient communication archiving. In partnership with Alfresco, CrawfordTech offers market leading customer communication archiving solutions, resulting in improved compliance, reductions in print and postal costs, enhanced patient satisfaction, and increased efficiency of clinical and administrative processes

CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentment of their customer communications.

With over 1,800 customers on six continents, CrawfordTech solutions and know-how enable the largest banks, insurers, healthcare providers, utilities and print services companies to use their existing technologies, documents and data in new ways. We help them navigate the challenges in leveraging legacy applications in the platforms and applications of the future.

CrawfordTech's products, services and domain expertise reside at the nexus of content, data, and output management and are essential components of our customers' digital transformation, output management and document accessibility strategies.