

# AS7200i™

*for insurance*



The Only **One-Touch** Document  
Capture Platform for **Claims Processing**

**OPEX**  
CORPORATION

## SUMMARY

Speed and effectiveness in handling a claim is a major reason for increased renewals, referrals, and recommendations. A solution that combines the OPEX AS7200i with leading software technologies from OPEX Partners accelerates cycle times, reduces labor, increases information security, and provides a better overall experience to your customers.



**Every month of every year,  
more than 900 million  
transactions are performed  
using OPEX workstations.**

**Over 3,000 sites throughout  
the world trust OPEX Service  
to keep their equipment  
running smoothly.**

# Document Capture Solution for Insurance

## YOUR CHALLENGE

We don't have to tell you that claims organizations today are under ever-increasing pressure to deliver the highest levels of customer service while controlling costs through process efficiencies. Higher volumes of more complex claims, widespread litigation and increased regulation are making your job more difficult than ever before.

Many organizations still practice a highly manual approach to claims, relying heavily on overworked frontline staff to wade through piles of thick paper claim files. Some insurance carriers have implemented web-based systems to expedite the claims process, but most claim centers still receive high volumes of incoming paper. Capturing this paper electronically is crucial to working more efficiently, but often serves as a bottleneck to the rest of the process. To meet this challenge, OPEX® and our Partners offer proven solutions to eliminate manual steps and expedite access to pertinent information across the organization.

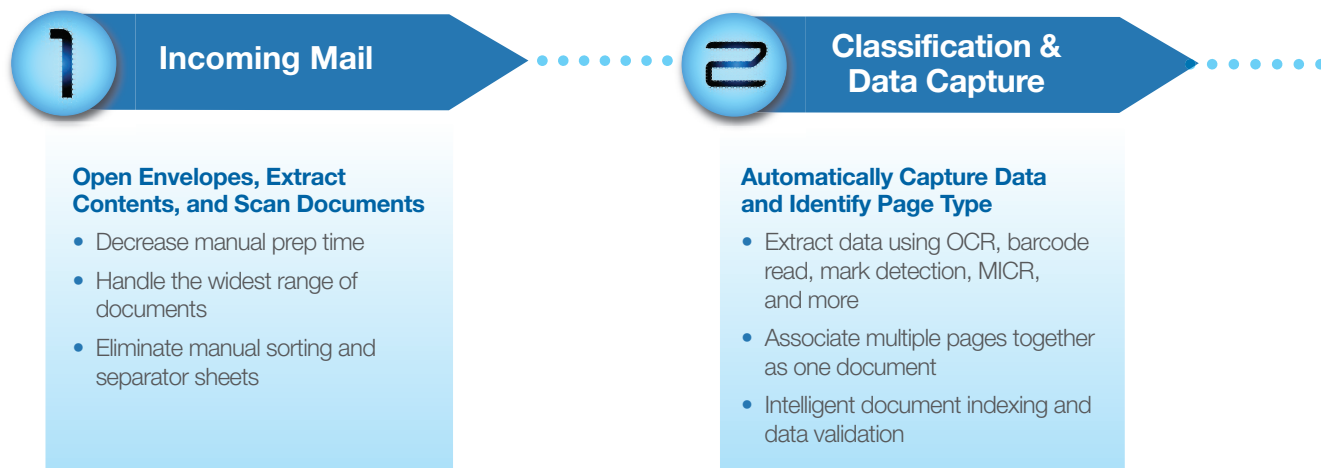
## OPEX® AS7200i™

With paper-based claims, considerable time and labor is spent opening the envelope, extracting the contents, and preparing the paper for scanning. This document prep is the largest single expense component in the traditional scanning environment.

The OPEX® AS7200i™ eliminates this costly bottleneck by combining mail extraction and scanning into a single-step platform. With the AS7200i™, only one operator is needed to extract and scan claims documents directly out of the envelope and into your workflow in one touch – with little or no document prep. This proven technology can reduce document capture costs by up to 40%.

“The OPEX project was completed one week ahead of schedule, and our overall efficiency improved by nearly 100%. The per document cost was reduced by 35%, with the vast majority stemming from the reduction in production labor costs. Our payback for the installation was about nine months.”

- Jim Bottrell, Vice President,  
Healthaxis Claims Administration and Processing



## SOLUTION COMPONENTS

Document Capture Solutions from OPEX® Technology Partners deliver efficiency-enhancing functionality as shown in the workflow diagram at the bottom of this page.

“This combination of technologies enables us to take and process documents as they come, support the whole integration of imaging with claims, and provide a straight-through process.”

- CIO, Major Insurance Company

### Automated Workflows Increase Productivity

After scanning, powerful software technologies can be implemented to further streamline the claims adjudication process. These technologies include document classification and data extraction, which reduce the manual data entry required in many of today's processes. After automated classification and extraction is completed, documents are systematically routed to the appropriate next steps in the workflow.

Imagine documents delivered to decision-makers minutes after being opened in the mailroom.

### Information Security and Regulatory Compliance

By utilizing the OPEX® one-touch process, insurers are able to control access to confidential information. Gone are the days where paper documents need to be manually routed throughout the organization. By converting the documents to image at the point of entry, the organization controls who has access to what information. This type of control helps minimize the risk of exposure to violations of regulatory acts such as HIPAA and Sarbanes Oxley.

“When we started the project, we looked to the OPEX solution to get the maximum efficiency in claims from imaging and move documents to the claim department faster. However, we found it gave us a more efficient way to handle content on an enterprise basis.”

- Bob Eshelbrenner, CIO,  
Hastings Mutual Insurance

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Workflow

#### Route Documents According to Your Claims Process

- Send automated notifications
- Apply business rules to manage approvals
- Monitor real-time status of a claim
- Effectively balance staff workloads

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Archive

#### Digitally Store Every Document Related to a Specific Claim

- Access any document 24x7
- Allow simultaneous viewing by multiple parties
- Reduce storage costs

# OPEX Insurance Solutions Resellers & Technology Partners



AnyDoc® INSURANCE Suite™ empowers insurance carriers, wholesalers, and TPAs to capture mission-critical data from structured and unstructured documents for indexing, exception processing, and seamless transfer to existing insurance systems. Optimize efficiency and reduce errors and processing costs with tools including real-time analytics, reports, Executive dashboards and a certified data-mapping interface to OPEX® CertainScan™ software.

[www.AnyDocSoftware.com/insurance](http://www.AnyDocSoftware.com/insurance)



As an implementer of scanning and character recognition technologies for over 30 years, CPT is uniquely qualified to deliver customized claims processing solutions that leverage each client's existing resources. Integrating with LOB systems and databases, we'll validate the claims data (provider, insured, procedure codes, etc.) to ensure the highest level of accuracy. EDI output will flow seamlessly into your data repository, while images are archived into your content management system. [www.cptinfo.com](http://www.cptinfo.com)



Fairfax Imaging's award-winning Quick Modules software optimizes processing workflows by electronically identifying, capturing, validating, and updating critical information our clients receive whether electronic or paper form. The system processes virtually any document within a common workflow improving efficiencies and achieving a high return on investment. All provided by a single source known for its commitment to quality and high service delivery. [www.fairfaximaging.com](http://www.fairfaximaging.com)



ImageSoft, Inc., was founded in 1996 and provides technology solutions to automate, streamline and improve workplace processes, increase productivity, reduce operating costs, and save time and money. From offices in Southfield, Mich., Raleigh, N.C., and Portland, Ore., ImageSoft serves customers throughout the U.S., Canada and Mexico. Its markets include insurance companies, government, the courts, healthcare, educational institutions, and manufacturers.

[www.imagesoftinc.com/insurance.html](http://www.imagesoftinc.com/insurance.html)



The KeyMark Claims solution, KeyRoute, scans and captures documents, automates data entry, and also offers document retention, records management, workflow and archival components. KeyRoute reduces the manual sort and classifies content by document type, searches for key data such as claim number and moves it downstream to a knowledge worker. A KeyMark solution featuring OPEX scanners can do the work of four to five full-time employees in the traditional capture environment. [www.keymarkinc.com/solutions/industry/insurance](http://www.keymarkinc.com/solutions/industry/insurance)



Information is the lifeblood of an insurance organization. In the face of challenges such as declining incomes, rising claims and fraud risk, insurance companies can only compete and thrive if they have the most accurate and up-to-date information on customers, policies, risks and claims. Kofax enables insurance companies and agencies to streamline information flow across business units and processes, reduce cost and risk, increase sales efficiency and customer service, and achieve regulatory compliance. [www.kofax.com/solutions/insurance.asp](http://www.kofax.com/solutions/insurance.asp)



A proven leader in optimizing One-Touch Processing—no presorting or downstream handling of documents. The company's comprehensive MavBridge™ Suite is the keystone for delivering effective and innovative solutions across a wide range of insurance applications: Claims, EOBs, Payments, Refunds, and Applications. Mavro excels at fully understanding all project requirements and then collaborates with customers to implement the best possible solutions.

[www.Mavrolmaging.com](http://www.Mavrolmaging.com)



## COMPANY DESCRIPTION

OPEX Corporation is a recognized global technology leader in high-speed mailroom automation and document imaging. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organizations around the world.

## CONTACT OPEX®

Let our experts perform a complimentary analysis of your claims operation. We will show you the tools you need to maximize your efficiency and profitability.



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