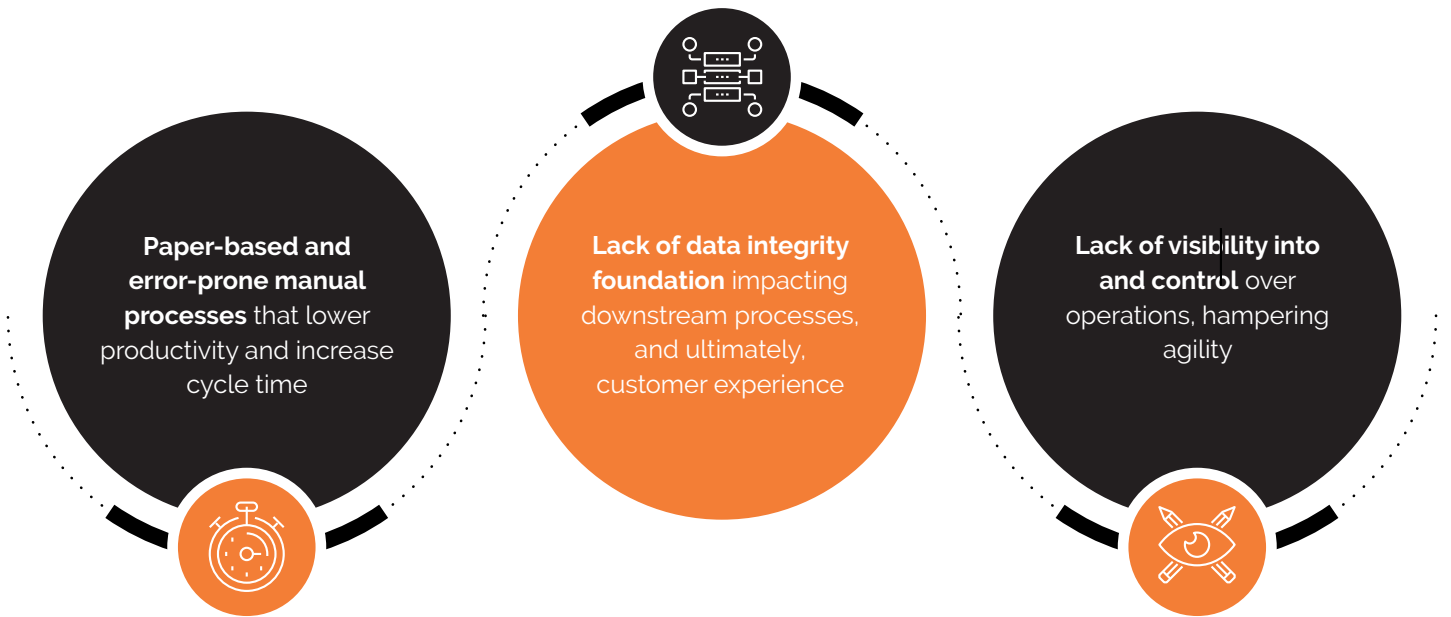# Digital Intake

Next-gen data capture for exceptional customer experiences

Healthcare consumers now expect the same type of seamless experience from Health Plans as they get from the likes of Amazon and Uber. But several barriers stand in the way of delivering such an experience:

Paper-based and error-prone manual processes that lower productivity and increase cycle time

Lack of data integrity foundation impacting downstream processes, and ultimately, customer experience

Lack of visibility into and control over operations, hampering agility

According to the 2020 CAQH Index, nearly 80% of prior authorization, 15% of eligibility and enrollment and 5% of claims submissions are still paper based. Adopting automation can simplify workflows and enhance productivity and quality, helping the industry save 42% of its current annual spend on administrative transactions. Unsurprisingly, Health Plans are turning to digital innovation to future-proof their intake processes.

Drive unparalleled data integrity and efficiency

Firstsource's proprietary workflow platform Sympraxis is purpose-built for Health plans. It leverages multiple OCR engines, smart algorithms for data comparison and accuracy, and rules-based data capture to enable intelligent data intake. Powered by AI/ML, it integrates with Healthcare Code Sets (CPT, CDT, ICD-10) to classify documents and capture data, reducing manual effort and accelerating cycle time.

The solution captures both structured and unstructured data in multiple input formats – paper, fax, email, CD/DVD, EDI and web/mobile device – across the following areas:

Prior-Authorization

Eligibility & Enrollment

Claims

Appeals and grievances

Correspondence

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Stay ahead with Firstsource

Enhanced data integrity for frictionless downstream processes	Accelerated cycle time	Enhanced member and Provider Experience

Solution highlights

▶ **Continuous OCR/ICR calibration** process – Analysis of productivity, process mining, quality and feedback reports, followed by optimization of OCR/ICR engines, testing and outcome measurement

▶ **Cloud enablement** for seamless scalability and on-demand resilience for business continuity planning

▶ **AI/ML predictive analytics** spanning transaction quality audits, transaction volume forecasting, identification of reasons behind erroneous processing, and categorizing urgent appeals and propensity for appeal escalation

▶ **Process mining** to ensure fluid processing and drive continuous productivity improvements and process conformance while eliminating bottlenecks

▶ **Security and compliance** including HITRUST, SOC-70 Type 2, PCI, ISO 27000 certification

▶ **Interactive dashboards and alerts** available on the web and accessible via mobile devices, delivering real time insights to employees, members, brokers and Providers

▶ **Right-shoring** enables 24/7 support and minimizes business disruption

▶ **Modular and flexible pricing** with little or no upfront costs

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8
Client

3B
Pages
Processed

350
Sort Types

180M
Claims Data
Captured

85%
Claims/Non-Claims
Effort Automated

850
Mailroom and
Data Capture
Examiners

Our
digital intake
experience and
track record

>99%
Quality Regional
Mailroom Office
(RMO)

>99.6%
Critical Field
Accuracy

100%
Adherence to
TAT 30 min to
48 hours

30 min
Provider Supply
Chain TAT

4 hours
Urgent Appeals
TAT

12 hours
Appeals Fax-line
TAT

Looking to future-proof data intake and elevate the customer experience? **We can help**

Speak to our experts: **Click here**