



FileVision™ is just what the doctor ordered for InHealth

Information Relationship Management System shortens the billing cycle, cuts costs and improves efficiency

Customer Profile

In business for more than 25 years, InHealth is a national sales organization that distributes record-keeping solutions and services to the healthcare industry. Headquartered in Atlanta, Georgia, InHealth has 360 employees with nine divisions delivering everything a healthcare practice needs to document a patient visit from the time the patient makes an appointment to the time they are billed for the service.

InHealth was looking for a document management and imaging system to help them get their arms around the massive amounts of paper generated by medical billing and human resources.

The company operates a growing medical billing service with billing (data entry) staff in multiple remote locations. InHealth struggled with the frustrating process of distributing paper documentation to remote personnel and returning the files to the corporate office for storage after the information was entered into the billing system.

The inability to distribute work efficiently and cost-effectively kept the medical billing service from running as smoothly and profitably as it envisioned with an automated system.

In addition, InHealth's human resources department receives hundreds of resumes per month. The company has a strict hiring process with policies and procedures that must be followed. For instance, resumes must be kept for one year before they can be discarded. The paper-based system for handling the retention of resumes and applications took up valuable time and resources and led to the increasing need for more storage space.

The company set out to find a document management system to help improve efficiency, reduce costs and grow the business.

Business Case

InHealth searched for a document management and imaging system that did not require them to change existing processes but rather would help them improve the efficiency of their processes. First, the company wanted to scan and keep all documentation for its medical billing service in one centralized location, quickly and efficiently distribute the work to the employees, and track their progress, holding them accountable for their work.

InHealth's medical billing service was a completely manual operation. Documentation was delivered (by courier or the employees picked it up themselves) to remote locations for data entry. With documents being distributed manually there was no method for staff members to share work without additional courier costs and time. The ideal solution would also provide the security features to help them comply with company regulated information protection.

According to Sue Kay, vice president of InHealth, "If the workload for a practice increased or a biller was unable to complete their work, redistributing the work was an administrative nightmare. It

was also difficult to manage the remote employees because there was no way to check on the progress of their work other than by phone."

To be profitable with medical billing you must service a lot of clients, with the minimum number of data entry staff. In other words, you have to keep overhead costs down. Therefore as the company added new clients, additional staff had to be hired to handle the workload.



InHealth uses FileVision for more efficiency and shorter billing cycles

Human resources needed a system that would allow them to keep track of the numerous files and documents associated with the recruitment of new employees. Often they wanted to know why individuals failed the hiring process, which meant they needed a system that allowed them to easily find and track related interview documents, such as resumes, phone skill sheets and other tests given during the hiring process. In addition, they needed to run reports and pull statistics related to how many recruits actually fail and what point in the process they failed. This type of analysis helps the human resources team easily determine when or if the interview process needs to be updated to be more effective.

Finally, they looked for a system that would help keep their information secure and in compliance with company regulations for employee information.

Solution and Benefits

InHealth chose FileVision USA's Relationship Centric Document Management system to address the company's medical billing service and human resources practices. With FileVision, InHealth scans and keeps all documentation for its medical billing services in one centralized location, quickly and efficiently distributes the work electronically to remote employees, electronically tracks their progress, and holds each team member accountable for their work.

With FileVision, InHealth has completely cut the lag time and courier expenses involved in getting documents distributed to the remote billing staff. Now the documentation is distributed electronically to remote employees. By checking a notice board for each health practice, management easily tracks the progress



of each employee's workload. The medical billing staff shares responsibility for all health practices for which the company handles billing.

"Where we once distributed work to one individual who was assigned to input information for a particular doctor's office, now the work is distributed by job function. One person posts all charges, someone else posts all payments and another follows up on insurance. This is a much more efficient way to handle the workload and has increased efficiency and turnaround time", stated Sue.

In addition, InHealth can now accept new clients without having to add staff to handle the work, making the medical billing services division more profitable. InHealth also plans to offer FileVision software and scanning capability to their clients to use. This will further cut down on the lag time in getting patient information to InHealth for processing.

FileVision has been implemented at Inhealth in medical billing and human resources with a positive return on investment:

- Distributing workload evenly and efficiently
- Monitoring remote employee progress
- Conserving physical storage space
- Reducing overhead

The human resources department uses FileVision to keep track of the tremendous paperwork generated during the recruitment of new employees. From the first phone interview to initial meetings, suitability testing, to making an offer, a significant amount of paperwork is generated for a new hire. That information must be kept for one year whether InHealth hires the individual or not. With FileVision, InHealth keeps track of all new hire information electronically, which has cut down significantly on paper shuffling and storage and allows them to easily retrieve information and run reports on potential recruits and hires. Also, FileVision helps them keep employee information secure and in compliance with company regulations.

Among the steps taken in the recruitment process is a test to determine an applicant's aptitude for the job for which they are interviewing. Not only are test results used to determine hiring eligibility, but also to help manage employee performance. Once an individual is hired, if there is a performance issue that has to be addressed, the test results give managers greater insight into potential issues and ideas for performance improvement.

Implementation

InHealth chose FileVision because of its flexibility and scalability. They wanted a system that not only handled their current processes but would also grow with the business. In addition, they needed to get started right away. With FileVision they were installed and up and running within two short weeks.

According to Sue Kay, "FileVision has a staff of experts with the unique ability to walk into a business, spend a couple of hours and quickly understand the flow of work and how to apply the FileVision solution to the process. Other document management companies didn't understand the importance of workflow. Several companies wanted us to look at their software and tell them how we could modify our processes to work with their solution. The FileVision team took a look at our processes and demonstrated how FileVision could make our existing processes more efficient."

InHealth is very pleased with the legwork the FileVision implementation team conducted upfront. This enabled them to make the best use of their training and implementation time. The implementation team brought InHealth's remote employees in to the corporate office where they held five days of training. At the end of the five days, the departments were up and running smoothly.

Sue and her team chose a "from this point forward" implementation strategy. In other words they did not do a back file conversion. They simply did not want to put the strain on their resources. Sue thinks the immediate benefit is in the improvement of the workflow process. However, she also understands the company will soon begin to reap the numerous benefits of having their information stored for easy access and retrieval.

Future Plans

InHealth plans to implement FileVision throughout its corporate headquarters but will eventually begin using it in the other divisions of the company. For instance, they currently send overnight mail packages weekly to their remote sales team to keep them up-to-date with the latest sales and marketing information. FileVision will allow them to make the sales information available electronically, which will reduce expenses and improve the efficiency of their sales force. In addition, they plan to use it in their accounting department allowing them to easily track purchasing and payments.

About FileVision

FileVision is a global software company that provides a relationship centric document management and workflow solution, along with business process management consulting services. Relationship centric document management transcends the boundaries of traditional filing systems by providing users with a unique perspective that allows them to manage their documents with insight to other essential related information. FileVision's key markets are state and local government, healthcare, and financial institutions. The company has offices and resellers in the United States, UK, New Zealand and Australia. For more information, please visit us at www.filevision.com.