



FileVision Enhances Productivity and Improves Profitability for Medical Management International

Information Relationship Management System improves medical case management, time and billing and reporting for growing case management services company

Customer Profile

Medical Management International (MMI) of Alpharetta, GA provides medical claims consulting, case management, rehabilitation services, medical interpreting, occupational health, safety consulting and life care planning for worker's compensation claimants of insurance companies.

With eleven employees on staff including case managers, interpreters and office administrators, MMI's mission is to assist injured workers through the process of rehabilitation, monitoring to make sure they receive optimal care.

Business Case

MMI needed a software solution that provided the ability to securely access patient data and documents, manage time and billing, improve productivity providing a comprehensive workflow solution that stepped the case managers through the entire process of managing cases for multiple patients.

Worker's compensation case managers work similarly to an attorney in that time and billing is their bread and butter. They spend a great deal of time not only working cases, but writing minute-by-minute reports about each case.

Suzanne Tambasco, CEO of MMI and her staff literally work from the front seats of their cars. "Patients don't come to us, we go to them. We sought a solution that allowed us to continue to be mobile and provided the flexibility of capturing every moment of our day for billing purposes. We need access to every piece of information at any given time, whether it's patient demographics, diagnostic reports, notes, appointments or medical records", Tambasco stated.

Also important to Suzanne and her team was compliance with HIPAA laws. Carrying complete patient records around in your car is a huge violation of the privacy laws HIPAA was implemented to enforce. The ideal case management solution puts patient records at the fingertips of the case manager, but securely and electronically so that only the case managers have access. It also eliminates the possibility of lost or misplaced files, not to mention the physical stress of carrying huge file boxes around.

Finally, Tambasco hoped for a better quality of life for herself and her employees. Before FileVision, case managers spent 8-9 hours per day on the road, only to come home and spend several more hours documenting the details and the time spent on each in order to bill accurately for their services. Previously, not all time was accounted for, which meant money was being left on the table.

In a nut shell, MMI needed a solution that would allow them to manage cases securely, efficiently and quickly. Most importantly, they needed to account for 100% of their time to increase their billable hours.

Solution

With FileVision, MMI case managers still travel to patient locations spending much of their day in the field but they now manage each case from start to finish using tablet PCs and the FileVision information relationship management



Pictured from left to right- Suzanne Tambasco, CEO of MMI, Administrative Assistant Maria Laucella and Director of Operations Linda Tharp enjoy the benefits of document management, imaging and workflow provided by FileVision.

solution. By the time they finish an interview with a patient, all the paperwork is complete and billing has been documented. Then, it's on to the next case.

Before implementing FileVision, the sheer volume and tediousness of a completely manual operation sometimes meant a backlog of case reports. According to Tambasco, "With FileVision, reports are done the minute the appointment ends and are immediately sent to the client with a bill. A huge weight has been lifted off my shoulders. We're not only more profitable but we're able to spend more time enjoying our personal lives."

MMI case managers interview the patient and enter the data into FileVision. Details include the name of the patient, a description of the injury and other pertinent information. A physician is assigned, appointments are scheduled with doctors and therapists, and transportation and an interpreter is requisitioned if appropriate.

Once the case is entered, the case manager books an appointment with the physician and enters it into the appointment module of FileVision. The related personal data is pushed to the appointment module where the date, time and location is entered. A standard confirmation letter to the patient is automatically generated to confirm the appointment. Previously these letters had to be written and printed manually once case managers returned to the office. When an appointment is completed, the outcome status is logged and notes are entered and related documents are linked to the record.

Each case manager keeps a daily time and billing form using FileVision e-forms to track each activity for each of the cases worked.

Benefits

Twice the volume yet more efficient - FileVision allows MMI to handle twice the work, more efficiently. They have significantly decreased the costs of paper, ink, faxes and



storage. Administrative staff previously spent four hours per day digitally filing documents in multiple repositories where retrieval was not reliable. This process has been automated by FileVision and has improved productivity, allowing MMI to eliminate two part-time administrative positions. Improved communication between case managers in the field and office locations is another benefit of the new automated case management process provided by FileVision.

Digital notes keep everyone on the same page -

"FileVision allows us to document what we do, when we do it and how we do it", Tambasco said. Case notes from doctors and insurance companies are kept in the Notes section of the FileVision relationship management module. Notes are important for being prepared to go to court if a patient files a lawsuit. Case Managers lock notes out to themselves after they are completed so they cannot be altered. They can then be used as a standard medical record.

Reporting and auditing a snap - FileVision's user-defined extra data fields allow MMI to report on virtually any data at any time. They can now pull provider report cards based on return to work stats, diagnosis codes, types of surgeries and payment ratings. Reports on transporters and rehab codes or one therapist versus another provides them the ability to see who's doing the most effective job. Reports on no show rates allow them to assess how to better manage exceptions. Weekly reports can be run on virtually any data but the most important is the weekly report which lists active files and their status. All Georgia billing codes have been imported into FileVision and can be automatically populated using a drop down menu, a huge time saver.

Correspondence and confirmations never missed - The generation of standard confirmation letters and correspondence to patients has been automated and is never forgotten because it is now a part of the pre-defined workflow and is triggered by the completion of tasks. CRM Actions push tasks to the FileVision Noticeboard for case managers, who check regularly for tasks that need to be completed.

Increased billable hours means improved profitability - Case managers previously captured billing once and then had to rewrite it in a Word document or dictate it and have it transcribed. On an average, 30% to 50% of a case manager's time is lost because most don't realize they are not properly documenting their time, often because they simply can't remember every thing they do. Now billing is completed as each case is documented using an e-Form generated by FileVision. MMI has increased billable hours tremendously and they now benefit from improved profitability.

More control over workload balance - FileVision has also helped MMI balance workload by case manager. One case manager could be billing \$1,000 per month and another with the same case load only billing \$300 per month. Supervisors are notified of these statistics and are able to better balance the workload.

On the job training enhanced - Tambasco says, "Another huge benefit of FileVision is that we use it for on the job training for new case managers. We sit new employees in front of a computer with FileVision and have them enter a new case from step one to closure." If the case manager misses a step, FileVision sends a notice to the supervisor.

No more missed appointments - Patients often forget doctor or therapist appointments. When an appointment is missed, MMI is liable for the charges incurred for transport or interpreter costs unless they prove all the proper steps were taken to confirm appointments. Confirmation letters are now sent to patients and doctors with the push of a button when an appointment is coordinated. Communication with patients is an extremely important step in the process. In addition, FileVision generates an automatic action to send medical records to therapists and doctors.

Independent medical evaluations streamlined - Previously, one of MMI's biggest challenges was remembering to pull medical records for independent medical evaluations. Evaluations cost thousands of dollars to schedule in advance. If a doctor doesn't have the proper documentation, the evaluation can't be completed and appointments have to be rescheduled. This affects time and profitability due to extra fees billed by the physician. With FileVision the evaluation reminders are generated automatically, another important check and balance provided by the use of automation.

Implementation

Implementation was extremely smooth. MMI was up and running within just a few days. The implementation team trains customers using the FileVision methodology of process training, meaning MMI case managers were trained using only the features and functionality of FileVision that are relevant to the process of managing cases.

Future Plans

MMI's future plans include providing access to FileVision for the insurance companies, doctors and the other providers for inputting their own data and making their own contributions to the case.

About FileVision

FileVision is a global software company that develops information relationship management software. Our solution, FileVision, empowers organizations to bridge the gap between digital content and paper documents by intelligently linking and matching documents and information to important objects such as people, companies, processes and assets. Government, healthcare and financial services organizations worldwide rely on our technology to help them improve communications, enhance customer service and immediately access information and relationships within data. FileVision is headquartered in Atlanta, GA with offices in the UK, Australia and New Zealand. For more information, please visit www.filevision.com.