AnyDoc®
EOB

Automatically Capture,
Validate and Balance EOB Data.

www.anydoceob.com

Automate your Healthcare EOB processing

Lower costs and improve cash flow

Healthcare providers of all sizes—from large hospitals to independent medical practices—face a common, relentless problem: capturing data from Explanation of Benefits forms (EOBs) quickly, cost-effectively and, most importantly, accurately.

Capturing accurate EOB information and moving it quickly into patient accounting and other management systems allows providers to:

- » Recognize revenue quickly
- » Verify payment accuracy
- » Identify and resolve discrepancies
- » Capture secondary billing opportunities
- » Assist with HIPAA compliance
- » Streamline processing multiple payers
- » Maintain accurate patient records

Manually processing EOBs presents a host of issues—and hidden costs—for providers who enter EOB data manually into their patient accounting system. First, every payer's EOB has a learning curve, because each has its own format and terminology. And EOBs contain such a large amount of data that it is often difficult to locate, and then time-consuming to extract the data required to keep your business moving ahead. Even if a majority of your EOBs are delivered electronically, paper EOBs continue to arrive from many payers—dominating your staff's time. Cost-incurring pains include manually entering data, validating information, managing denial codes, and balancing each claim to both, EOB and check totals. These manual processes drain productivity and increase costs— many of which are not clearly apparent on the surface. Is there a better way?

Automate your processes. AnyDoc®EOB automatically extracts all the data you need from your paper EOBs, including patient names, account numbers, services dates, procedure codes, line item details, individual claim amounts, EOB totals and much more. Accurate data is automatically delivered to your patient accounting system. Images of the EOB and of each individual patient claim, referred to as a "snippet", are delivered to your document management system. With AnyDoc®EOB, you will reconcile payments faster, with greater accuracy and at far lower costs.

AnyDocEOB also provides one of the fastest implementation cycles in the industry. Powerful EOB processing options are already built into the core software. And an easy-to-use wizard gets your EOB processing up and running quickly so you can start immediately and realize a rapid ROI.

What if you could automate the capture and processing of EOB data for every payer you deal with?

What would the impact be on the speed at which you process payments, reconcile EOBs and manage cash flow?

With AnyDoc®EOB, you will reconcile payments faster, with greater accuracy and at far lower costs.

Streamline problem areas in your EOB processing.

By automating EOB processing, AnyDocEOB tackles the hidden-cost that inflate expenses and slow productivity. These issues include:

- » Keying data manually into patient accounting systems
- » Validating that procedural charges, claim totals and EOB totals are in balance
- » Reviewing EOBs manually to investigate and resolve patient claim discrepancies and denials
- » Missing out on secondary billing opportunities
- » Enforcing patient privacy compliance (HIPAA)
- » Managing incoming cash flow to recognize revenue as soon as possible
- » Accommodating growing workloads while controlling costs

AnyDocEOB will automate and streamline problem areas in your EOB processing, and it all starts with minimizing data entry. AnyDocEOB works with a scanned image of an EOB to automatically capture all the patient claim data you need. Your manual data entry team can be refocused on higher-value tasks, such as resolving discrepancies to ensure maximum revenue and fast payment processing.

AnyDocEOB automatically validates captured data, balancing procedural charges, claim totals and EOB totals to ensure accuracy. EOB totals can be balanced to check amounts. Exceptions are quickly routed to a supervisor for human review. AnyDocEOB can also be configured to verify that extracted line items within a claim match the original claim in your patient accounting system.

When discrepancies appear, your staff no longer need to manually review page after page of an EOB to find a particular patient claim. AnyDocEOB simply delivers the exact data you need in a "snippet" image which contains an individual patient claim and EOB header and footer information. Issues can get resolved quickly, and there's no need to waste time blacking out or obscuring private information regarding other claims.

Operators can be prompted at scan time to enter EOB check amounts, which are then "balanced" against calculated EOB totals.

With automation moving EOB data through your business much faster than with manual data entry, you can locate and capitalize on secondary billing opportunities with less manual work.

HIPAA compliance is assisted by creating an accurate patient data record and the creation of "snippets. Snippet images only contain a single patient's record, thereby greatly reducing the concern of HIPAA violations for un-authorized viewing of patient information. Patient advocates can quickly resolve patient concerns without the time-consuming need to black out (redact) other patients' claim information from printed correspondence.

The end result of automating EOB processing is simple: better cash flow and lower costs. Your productivity improves and expenses fall. And as your EOB processing moves faster, so will your revenue stream.

AnyDocEOB is ready to grow with you—without the incremental costs of adding manual data entry staff or approving even more overtime. As your business prospers and you process more EOBs, AnyDocEOB can handle your growing workloads without increased overhead and high training costs.
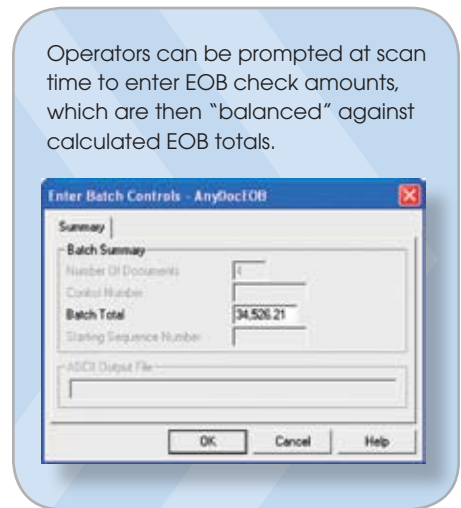
The AnyDocEOB difference:

Technology to handle all your different types of EOBs.

AnyApp Technology

AnyApp technology utilizes keywords to locate data common to EOBs (e.g., diagnostic codes, date of service, group number, denial of coverage reason) on the EOB types your company processes most frequently, regardless of where that data may be found from one page to the next.

QuickApp Technology

Organization's process the majority of their larger EOBs, from the high-volume payers, with the power provided by AnyApp technology. Low-volume, and in general smaller EOBs, fit into a different category of processing and inspired the development of QuickApp technology.

QuickApp streamlines the extraction of data from the smaller typically single-page EOBs, that are received less frequently. As operators point and click to capture data, QuickApp creates an on-the-fly memory profile of the key data elements and their locations being extracted. As subsequent EOBs are received from that same payer, the memory profile is used to greatly increase the speed of EOB processing.

QuickApp has been designed to efficiently allow operators to point-and-click for specific data field extraction and to "rope" the patient services detail line information. By roping just a single column, QuickApp intelligently finds all the remaining columns in that patient claim and automatically extracts the required data. Procedure codes, diagnostic codes, charged amount, paid amount, etc, are all captured with just a single roping action of the mouse.

The result is AnyDocEOB …. A comprehensive solution with the technology required to capture data from the largest of EOBs, down to the smallest of EOBs.

An easy-to-use wizard gets your EOB processing up and running quickly.

HIPAA-level patient privacy protection with snippets

AnyDocEOB includes special features to output patient information as a full EOB scanned image and also by each individual patient record assisting HIPAA-level patient privacy protection.

Ensure HIPAA-level patient protection by accessing a snippet of

1 ▸ EOB Header

2 ▸ Individual Patient Claim

3 ▸ Page Footer

Experience the benefits of AnyDocEOB throughout your organization.

Reduce manual data entry costs

Few documents create a larger data entry expense than EOBs. With AnyDocEOB, data is extracted and processed in seconds—including line-item details like procedural charges and diagnostic codes, which can be too costly to process manually. You'll process far more EOBs with fewer operator hours.

Capture accurate data
AnyDocEOB balances procedural charges, individual patient claim totals and EOB totals to the accompanying check to verify accuracy. Questionable data and characters are flagged for review and quick resolution. AnyDocEOB can also verify line items against corresponding claim data in your patient accounting system. With high data accuracy, your EOB processing will operate smoother and at a lower cost because your staff will spend less time keying data manually and focus more of their time on resolving discrepancies.

Snippets assist in HIPAA compliance and efficient issue resolution
HIPAA compliance is addressed with an accurate patient data record and the creation of "snippets". In addition to the full EOB image file, AnyDocEOB creates an individual image for each patient claim, called a snippet.   These individual images can also be enhanced to include the page footer and the EOB header snippet images as well. The header section typically includes payer's company name, EOB issue date, and check information, while the page footer might have explanations for reason and denial codes. This creates a "single-patient EOB", with the image isolated to a single patient claim that can be stored and viewed in your system, emailed, faxed or inserted into correspondence.

Automatically capture data for every payer
AnyDocEOB is your solution to automatically process both the high volume of EOBs from the payers you file claims with the most as well as those you receive less frequently. AnyDoc Software's AnyApp™ and QuickApp™ technologies help automate data capture and processing for all your EOBs with one product.

Index your EOB data and images for quick retrieval
With AnyDocEOB, you can select EOB data fields (such as patient names or account numbers) to automatically serve as index fields for quick retrieval of EOB data, individual patient image snippets or entire EOB images.

Balance EOBs to the penny
AnyDocEOB also includes automated balancing features to identify, total, cross-check, and verify sub-totals and the EOB total against the accompanying check or batch. AnyDocEOB automatically adds the payment amount for each of the individual patient services provided, and balances to the patient claim total. All Patient claim totals are then summed and balanced to the EOB total. Multiple EOBs processed in the same batch can be balanced to the batch total.
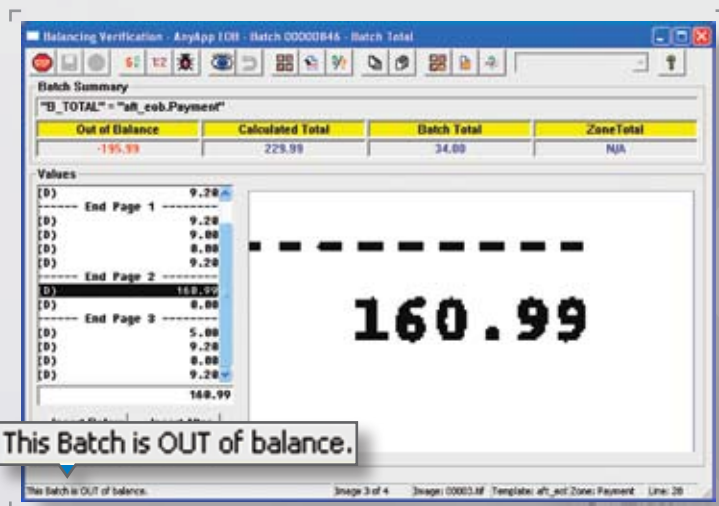
AnyDocEOB's Balancing Verification window offers a wide range of tools for corrective action
AnyDocEOB also provides an additional balancing verification option, with tools to locate and correct out-of-balance EOBs. The Balancing Verification window displays each patient claim total and highlights its corresponding location on the EOB image. The balancing phase simplifies the process of locating irregularities and taking corrective action, such as inserting or deleting information in the edit line to accommodate adjustments.

Online Education

Live On-Line or Pre-recorded Presentations

Get an up close look at AnyDoc's complete line of document and data capture solutions. Register for one of our free educational webinars and learn more about the power of precise data.
www.anydocsoftware.com

Automation Successes

Healthcare Service Bureau

Before Automation
Up to 15 days to post an EOB
Adding staff to manage workload

After Automation
EOBs scan and post within 48 hours
105,000 EOBs processed per month

Medical Supply Company

Before Automation
Processing 10,000 EOBs a month
11 month backlog ($500,000)

After Automation
Backlog complete within 9 months
No additional staff needed

Key Solution Features

Unique EOB verification screen
During processing, the current patient record is completely highlighted on the image, assuring that the verifier never confuses one patient with another, especially when moving from page to page.

Automatic document set creation
Multiple EOBs can be scanned in the same batch and automatically identified as different documents.

Batch balancing
Single EOBs, scanned as unique batches, or multiple EOBs scanned as one batch can be automatically balanced to a single check amount.

Snippets aid in HIPAA compliance
Snippets are individual image files created from an EOB for each patient claim. When snippets are used, an operator can retrieve an image of any specific patient claim without having to page through other patient's records, greatly assisting you with HIPAA compliance.

Wizard
Custom scripting is not required. AnyDoc Software offers industry-leading AnyApp technology to assist you, complete with an easy-to-use wizard to jump-start your EOB processing on the way to a rapid ROI.

Out-of-balance notification
During verification, out-of-balance subtotals and total figures are brought to the attention of an operator for quick corrective action.

EDI output
Purchased separately, EXCHANGEit provides healthcare-standard EDI 835 and 837 output.

Enhanced billing workflow
The individual patient snippet can be faxed, printed, viewed or copied into a document in seconds. No need to spend hours blacking out other patient claims on the same EOB page before transmitting.

Dynamic line item adjustment
Individual patient records on the EOB will vary in the number of procedure-items being reported for each patient. AnyDocEOB dynamically adjusts during the verification process to match this item count and only displays fields associated with data.

AnyDoc®EOB Process

Remote Capture: EOBs remotely scanned & sent to corporate or a central location.

Mail Room: EOBs scanned in the mail room upon arrival and sent to corporate or a central location.

CONFIDENTIAL

Local Capture: EOBs locally scanned & sent to corporate or a central location.

INPUT

Screen capture of OCR for AnyDoc software showing:

Payor
GENERAL

Control Numb
99763A0013

Serv	D
0100	1
0200	1
0300	1
0400	1
0500	1
0600	1

Run Date

"AnyDoc®EOB automatically extracts all the data you need..."

Process Legend

1 Create automatic indexes for easy reference

2 Data normalization: formatted to MMDDYY

3 Procedure and diagnostic codes can be verified for conflicts in 3rd party databases.

4 Identify line items that might be coded wrong or require secondary billing with the denied column.

5 Summary of line item payments balanced to patient totals and balanced to the EOB check.

General Insurance Company — EXPLANATION OF PAYMENT   Page   3

Run Date 12/23/06

7297   (Continued from previous page)

Patient Name: Larry Johnson   Age: 38   DRG#:   ID: 367098792-01   Acct: 865384318
Control No: 99763A001375

Patient Name: Andy Jones   Age: 36   DRG#:   ID: 289561032-00   Acct: 907542432

	Payor (Addr 1)	Payor	Payor (St)	Payor (Zip)	Run Date	IRS#
INSURANCE	401 E. JACKSON ST	TAMPA	FL	33802	12/23/99	541126685

	Patient Name (FN)	Patient Name (LN)	Age	ID		Account
75	Larry	Johnson	38	36709879201		865384318

Date From	Date To	Diagnostic	Proc	Charged	Allowed	Denied	Ded Copay	Discount	Risk	TPP	Payment
112999	112999	84500	99202	65.00	52.90	.00	5.00	.00	.00	.00	47.90
112999	112999	84500	A4460	8.00	3.50	.00	.00	.00	.00	.00	3.50
112999	112999	84500	E0112	37.00	21.00	.00	.00	.00	.00	.00	21.00
112999	112999	84500	L4350	58.00	58.00	.00	.00	.00	.00	.00	58.00
112999	112999	84500	J8499	7.50	.00	7.50	.00	.00	.00	.00	.00
112999	112999	84500	73610	85.00	30.59	.00	.00	.00	.00	.00	30.59
				260.50	165.99	7.50	5.00	.00	.00	.00	160.99
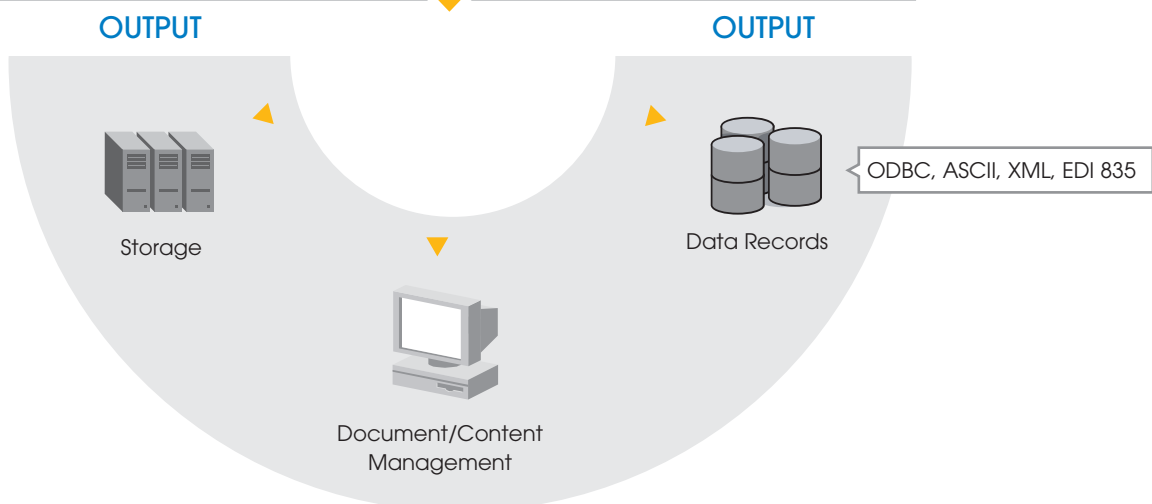
OUTPUT   **OUTPUT**

Storage

Document/Content Management

Data Records

ODBC, ASCII, XML, EDI 835

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Complete Line of Products

Since 1991, AnyDoc Software has met the data capture and processing needs of thousands of companies worldwide with one core platform. Our current suite of products all operate from that stability and enhanced functionality built on years of experience and innovation. One vendor, every document, no headaches.

Additional Software

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Selectively review and assess operator efficiency and accuracy. Define monitoring by operator, form, and even down to the zone level. Zone history is logged to a database for reporting.
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