



[www.acg-usa.com](http://www.acg-usa.com)

Ph 925.946.0267  
Fax 925.932.1950

## Axiom Consulting Group

### Corporate Headquarters

150 North Wiget Lane, Suite 105  
Walnut Creek, CA 94598

Phone **925.946.0267**  
Fax **925.932.1950**  
Email **info@acg-usa.com**

### Case Study

Workers' Compensation Claim Processing  
Image Scanning and Metadata Extraction Application

## Client challenge

A leading California third-party Workers' Compensation Claim Processor was using internal staff to receive, batch and populate a proprietary application with relevant details from approximately 75,000 Workers' Compensation Claims per month. The data was then queued for Bill Review and Analysis and subsequent processing. Average turnaround time for processing a claim was four to five business days.

The client was looking to reduce operating expenses and improve service levels. Other significant concerns included implementation of an audit trail that minimized fraud exposure. Re-deployment of existing staff was also a very high priority.



[www.acg-usa.com](http://www.acg-usa.com)

Ph 925.946.0267  
Fax 925.932.1950

## Axiom's Solution

Axiom partnered with the client and worked on a pilot project to justify the feasibility of the outsource exercise. Issues like file encryption, data transmission and security, VPN connectivity, remote user authentication, and audit trails were addressed. At the same time, the client had an opportunity to evaluate our understanding of business rules and quality of Metadata extraction. Image file formats were finalized and an on-going Process Flow was developed.

After a successful "proof of concept", work on live data commenced with close monitoring of quality and turnaround levels.

The solution involves on-site scanning of claims on the day they are received by the client using Axiom's equipment and personnel. Image files are encrypted using 128 bit encryption technologies and sent to Axiom's dedicated off-shore production facility using secure FTP protocol. Our staff logs on the client's application (login information authenticated by the client) and using a "split-screen" option, populates the application. Varying business rules for each account need to be strictly followed.

Data is available to the client by 6:00 AM the next business morning for review and further processing.



[www.acg-usa.com](http://www.acg-usa.com)

Ph 925.946.0267  
Fax 925.932.1950

## Technologies / Skills used

Turnaround times and high quality levels are critical for the on-going success of this project. This requires strong and continuing focus on Process Control, Quality Assurance and Project Management.

Our expertise in Document Management (Scanning / OCR / Metadata Extraction) is complimented by input from our Technology Infrastructure staff to ensure file encryptions, secure data transmissions, data security and VPN connectivity. To implement a scalable solution, we closely monitor variables like Bandwidth utilization, Network performance, production benchmarks and staffing levels



[www.acg-usa.com](http://www.acg-usa.com)

Ph 925.946.0267  
Fax 925.932.1950

## Sample Screen Shots

MetaFrame Presentation Server Client

File View Tools

Clients Claims Providers Bill Input Bill Review Print Mgr Exit

**Claim**      **Last:**      **First:**      **SSN:**

Results:        Search on Combined Fields       Show Closed

Claim	S	Close Date	SSN	Last	First	MI	DOI	Employer

Claim #:      Last:      First:      SSN:

## Sample Screen Shots

**MetaFrame Presentation Server Client**

**[Bill Input]**

File View Tools

Clients	Claims	Providers	Bill Input	Bill Review	Print Mgr	Exit
---------	--------	-----------	------------	-------------	-----------	------

Bill Number:  BR Received:

Client Received:  Client Batch #:

Begin DOS:  Bill Type:

End DOS:  Review Type:

Pay code:  Review Mode:

Claim	Patient	Employer
Claim #: <input type="text"/> <input type="button" value="Help"/> <input type="button" value="Print"/> Examiner: <input type="text"/> DOI: <input type="text"/> DOE: <input type="text"/> Acc. St.: <input type="text"/> Auth Ex: <input type="text"/> <input type="button" value="Down Arrow"/>	Patient#: <input type="text"/> Gender: <input type="text"/> <input type="text"/> ICD-9: <input type="text"/> DOB: <input type="text"/> Body Part: <input type="text"/>	Employer: <input type="text"/> Division: <input type="text"/> Region: <input type="text"/> Office: <input type="text"/>

Provider:

<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Inv. Date: <input type="text"/> Charges: <input type="text"/> Acct #: <input type="text"/> Inv #: <input type="text"/> POS: <input type="text"/> <input type="button" value="Down Arrow"/> TOS: <input type="text"/> <input type="button" value="Down Arrow"/> DRG: <input type="text"/> <input type="button" value="Down Arrow"/>
--	---



[www.acg-usa.com](http://www.acg-usa.com)

Ph 925.946.0267  
Fax 925.932.1950

## Client Benefits

Under a collaborative environment, our client is enjoying significant cost savings using this highly scalable business model. The client now has the opportunity to secure additional business with Axiom providing all backend support including equipment, staff and premises. In fact, internal resources have been redeployed to revenue generating activities that have the potential of generating an additional \$4 million annually.

Service levels have been positively impacted with a 24-hour turnaround. This has been achieved by taking advantage of the time difference between USA and our offshore facility. A three-shift operation in the production facility accommodates any spikes in business volumes. Quicker claim processing has also reduced fraud exposure for the end users.

Additionally, our client now has access to the claim image. Using electronic files versus paper, the client enjoys all the associated benefits of EDM, including improved file distribution, lower cost of archival and retrieval, etc.