PARAGON
POWERING BUSINESS TRANSFORMATION
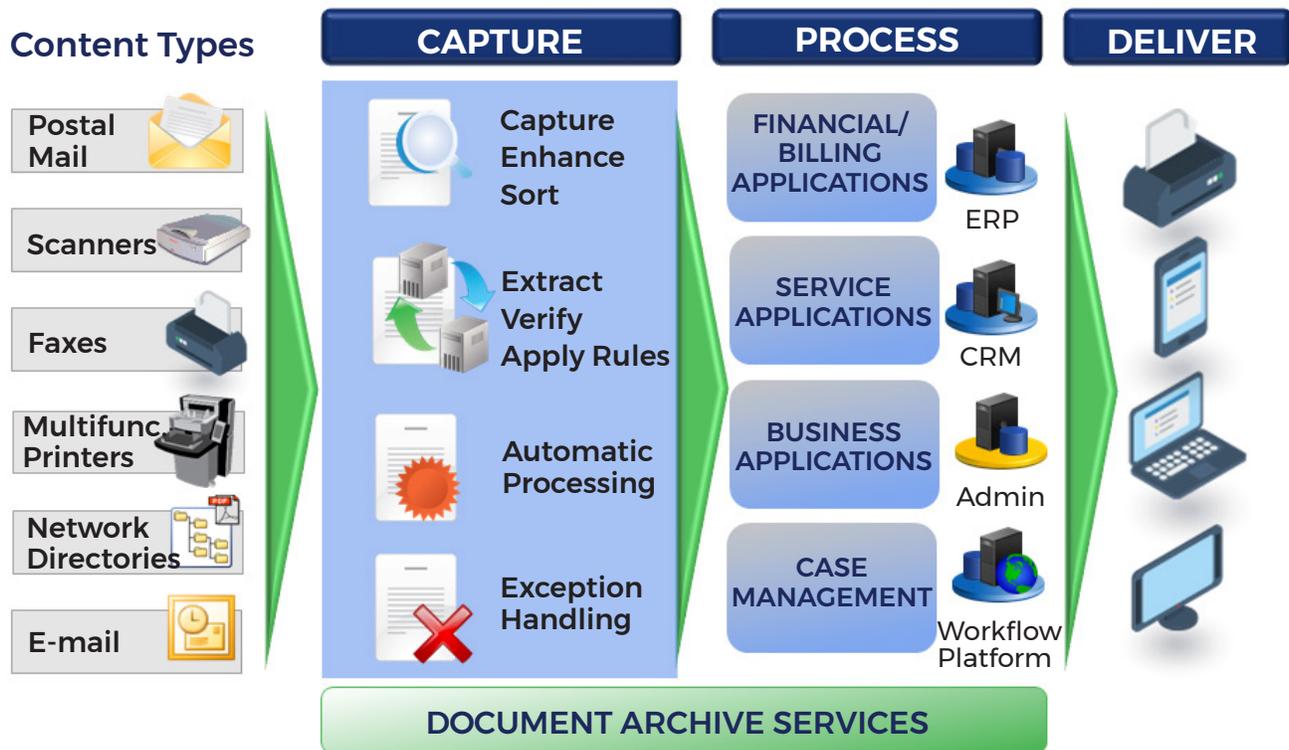
INTELLIGENT CONTENT CAPTURE

Reduce Costs and Increase Compliance Through Intelligent Content Capture Automation

Organizations receive thousands of documents and inbound communications each year, many of which are business documents such as claim forms, enrollment forms and applications sent to healthcare firms for review and processing. In many instances, these companies use manual processes for not only managing and sorting these documents, but also in the handling that is required to process documents within the business unit. This manual intervention is costly, time consuming and labor intensive. It also risks exposure to security leakage, which can lead to non-compliance and litigation risk if information is inaccurate or lost.

Paragon's Intelligent Content Capture Solution is a rules-based, automated processing capability that enables firms to digitally capture, classify, index and electronically distribute physical and electronic documents across the enterprise through a single processing clearinghouse. Paragon's solution eliminates manual sorting, preparation and delivery so firms can process business documents faster, more efficiently, and at a lower cost.

Enable Automation Throughout the Enterprise

Paragon's Intelligent Content Capture Solution facilitates the automated capture, processing and delivery of various forms of content to increase productivity, reduce cost, improve search and enhance compliance thorough a single, enterprise-based solution.

Content Types
- Postal Mail
- Scanners
- Faxes
- Multifunc. Printers
- Network Directories
- E-mail

CAPTURE
- Capture Enhance Sort
- Extract Verify Apply Rules
- Automatic Processing
- Exception Handling

PROCESS
- FINANCIAL/ BILLING APPLICATIONS — ERP
- SERVICE APPLICATIONS — CRM
- BUSINESS APPLICATIONS — Admin
- CASE MANAGEMENT — Workflow Platform

DELIVER

DOCUMENT ARCHIVE SERVICES

Benefits of Paragon's Intelligent Content Capture Solution

Organizations that implement Paragon's Intelligent Content Capture Solution achieve competitive advantage through:

Increased Efficiencies

- Facilitate instant delivery and correct distribution of documents
- Improve power of information through rapid data flow and seamless integration
- Enable immediate access to documents and centralized search functionality

Enhanced Compliance

- Support early archiving of incoming documents
- Improve control and security of all business documents

Lower Costs

- Minimize the distribution of physical mail
- Reduce paper storage and shipping costs
- Eliminate manual sorting and keying

Intelligent Content Capture Solution Accelerators

Paragon combines its specialized knowledge and expertise with proven reusable frameworks to create solution accelerators that speed delivery and provide business benefits at the lowest total cost of ownership.

- 750+ templates for classifying state forms, medical bills and reports
- Standardized templates to automate form data capture
- Processing "blueprints" to speed mailroom process design

- Built-in capabilities to support rules-based routing for processor skill, product type, or jurisdiction
- Pre-defined industry best practices taxonomy structures for document categorization

Case Study: Intelligent Content Capture for Claims Processing

Business Challenge:

A national insurance carrier with over $1 billion in annual revenue received 1,650 bills and 20,000 related documents/ content for claims processing on a daily basis. The documents received required 35 manual paper sorts prior to being manually keyed into claims processing systems. The client sought to increase the efficiency of its operations by automating and streamlining the receipt, routing, approval and payment of claims and associated medical bills.

Paragon Approach:

Paragon implemented a rules-based, Intelligent Content Capture Solution built on Documentum and Captiva that automated the data capture, intake, bill review, claims workflow and document management of over 1,400 types of claim forms.

Client Success:

- Increase in overall productivity of 45 percent
- Reduction in cost for the average claim of 35 percent
- Reduction in costs of $1.5 million annually
- Central access to claim files
- Improved document search and retrieval
- Enhanced document retention and archival

About Paragon

Paragon is a consulting firm that helps health and life sciences companies become high-performing, compliant, and digitally connected. Paragon powers business transformation and delivers better business outcomes by providing valuable consulting services as a trusted partner to our clients. We do this by building long-term client relationships based on our domain expertise, creative ideas, pragmatic consulting services, and quality delivery of solutions.

For more information, please visit us online at www.consultparagon.com or call 1.800.462.5582.

Paragon Client Roster

Paragon's client roster includes life science industry leaders such as:

• AbbVie	• Chiltern	• Merck	• Sanofi
• AstraZeneca	• CSL Behring	• Novo Nordisk	• Shire
• Bayer	• GSK	• Otsuka	• Valeant
• Bristol-Myers Squibb	• inVentiv Health	• Regeneron	• Worldwide Clinical Trials
• Celgene	• Lilly	• Roche	