

### An Industry Leader in Digital Claims Processing

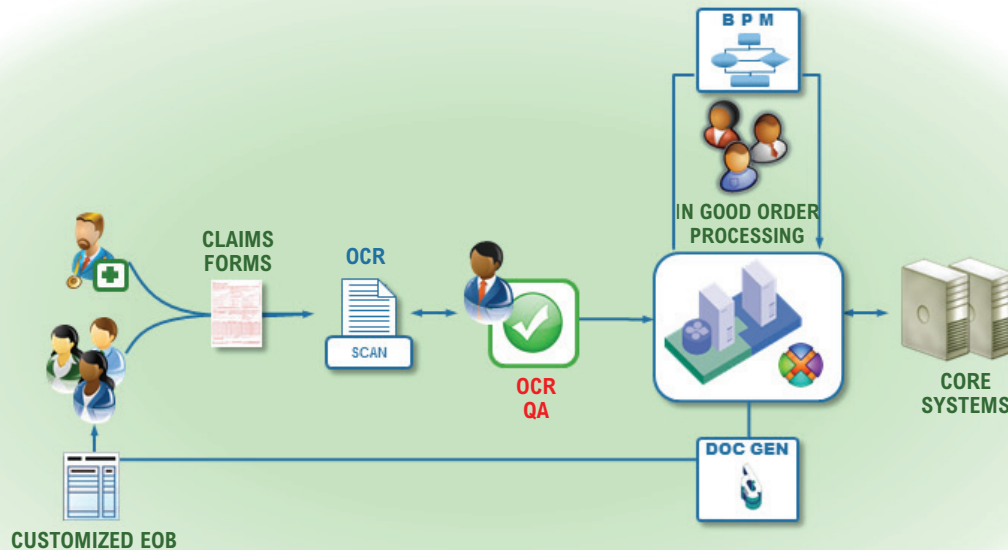
For many healthcare insurers, claims processing remains a costly, manual process that provides an opportunity for process streamlining and administrative cost savings. An industry survey shows that approximately 30 percent of claims submitted are still paper-based, contributing to an average processing time that is nearly twice as high as the average for electronic claims, a lower percentage of automatic adjudication and a higher cost of processing per claim.

Paragon's Healthcare Payer Claims solution helps health insurers easily handle the receipt and processing of all medical and dental

claim forms (CMS 1500 and UB04) with a proven accuracy of 75 percent. The solution leverages the features of EMC products like Captiva ClaimPack to utilize the latest imaging and character reading capabilities to capture information from claim forms, validate the data against information contained in internal databases and export the claim information to a variety of claims management systems without manual intervention. Completed images can be exported via a HIPAA-compliant export module (ANSI 837) into any back-end repository for content management of archival.

### Paragon's Automated Claims Solution

For healthcare insurance companies, claims processing represents a significant labor cost drain. Approximately 25 percent of claims submitted are still paper-based, with processing times nearly twice as long at the average for electronic claims. Paragon has implemented automated claims processing solutions for property, casualty, health, dental, workers' compensation, and other lines of business.



## Leveraging the Power of EMC's XCP Product Suite

Paragon's Claims Solutions are built on the EMC Documentum xCelerated Composition Platform (xCP), which was designed to streamline the development of case-based applications. Documentum xCP provides the entire spectrum of dynamic case management capabilities as re-usable components, which can be configured into reliable applications and reflect years of experience and best practices. It offers a complete set of highly integrated technologies required to support case management, including:

- ▶ **Intelligent capture** – Transform business-critical paper, fax, and electronic data sources into business-ready content.
- ▶ **Content management and repository services** – Manage information and content with enterprise-grade security, scalability, and reliability, and a common set of policies for all content asset across the organization.
- ▶ **Business process management** – Design, orchestrate, monitor, and continuously improve business processes.
- ▶ **Compliance** – Automate the entire content lifecycle to mitigate risk of non-compliance and leverage full audit control for retention policy management and records management.
- ▶ **Monitoring and reporting** – Discover, analyze, simulate, and report on processes.

### Benefits of Paragon's Healthcare Payer Claims Processing Solution

Paragon's solution for Claims Processing enables firms to achieve:

- ▶ **Faster Processing and Turnaround Time** – By eliminating the need for time-consuming, manual data entry, insurers can capture the data from paper claims and route the captured data into the adjudication system.
- ▶ **Reduced Costs** – With a more efficient process, data entry operators can be directed to other tasks such as customer service.
- ▶ **Improved Accuracy** – The solution includes a variety of features that eliminate typical data entry errors and checks for other errors and inconsistencies that can delay processing.

Paragon's Claims Solution can typically deliver a return on investment in less than one year. We can show how an existing staff can process a higher number of claims with fewer errors to deliver a compelling business case. Call us to find out how we are **Improving the Way Work Gets Done**.

## About Paragon

Paragon Solutions is a business and technology consulting firm that specializes in enterprise information management to help clients leverage information assets for better business results. The company does this through its vertical practices and specialized technology service lines that help clients optimize their operations for maximum return on investment.

Paragon's Healthcare Solutions drive performance improvements and operational efficiencies to meet changing market demands. Paragon brings a holistic vision for capturing, managing and integrating healthcare content across the enterprise. Our targeted solutions offer clients a step-wise approach for implementing that vision in order to boost productivity, manage costs and ensure compliance.

For more information, please visit the Paragon Web site at [www.consultparagon.com](http://www.consultparagon.com) or call, 1.800.462.5582.

## Paragon Client Roster

Paragon's client roster includes industry leaders from the financial services, insurance, life sciences and communications sectors such as:

### Financial Services

- ▶ Citibank
- ▶ BNY Mellon
- ▶ JPMorgan Chase
- ▶ Merrill Lynch

### Life Sciences

- ▶ Merck
- ▶ Pfizer
- ▶ Sanofi-Aventis
- ▶ Wyeth

### Insurance/Healthcare

- ▶ Allianz
- ▶ Blue Cross of Idaho
- ▶ Emory Healthcare
- ▶ Wellstar

### Communications

- ▶ AT&T
- ▶ Comcast Cable
- ▶ Syniverse
- ▶ Verizon

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