

### An Industry Leader in Digital Claims Processing

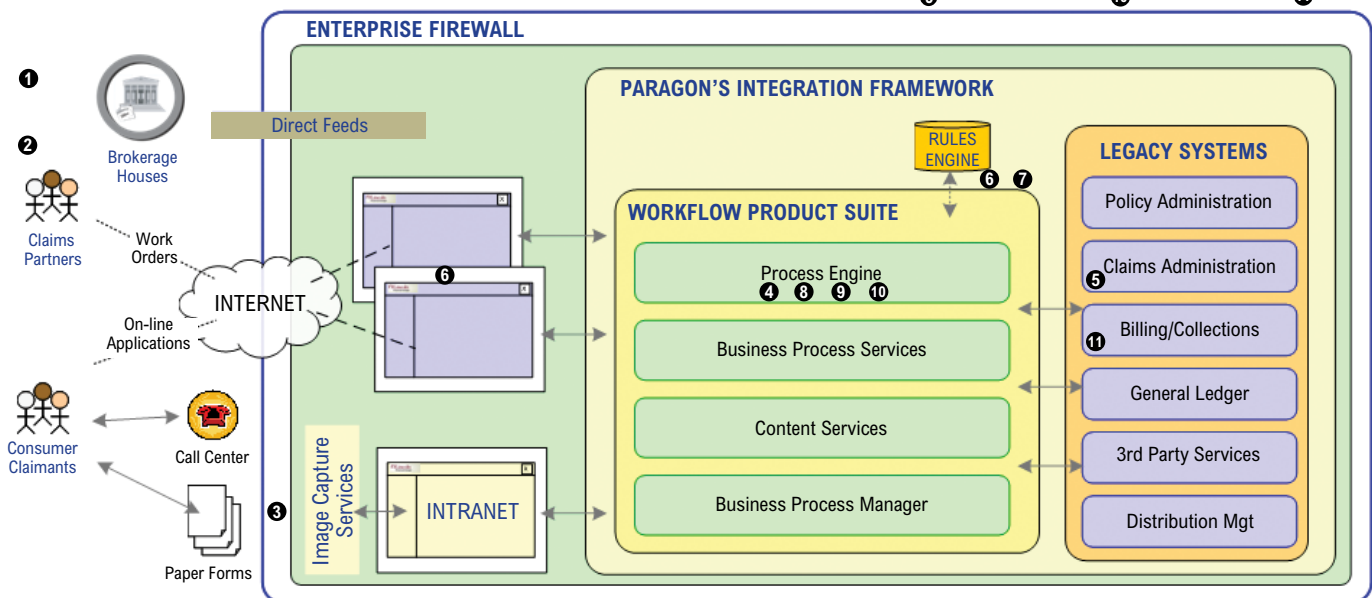
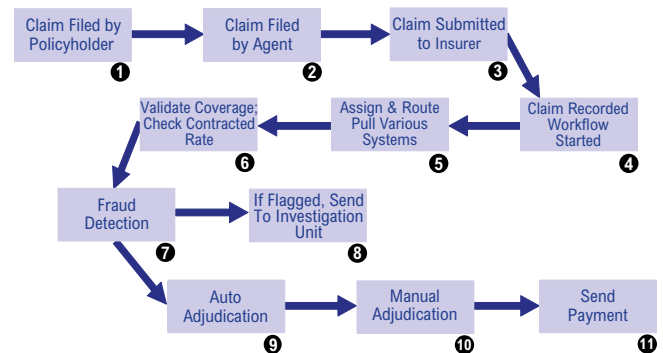
For many healthcare insurers, claims processing remains a costly, manual process that provides an opportunity for process streamlining and administrative cost savings. An industry survey shows that approximately 30 percent of claims submitted are still paper-based, contributing to an average processing 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%. 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

While many firms may have claims scanning and workflow management systems, Paragon's solution specifically addresses medical claims processing, and enables work processes and legacy systems to be integrated alongside.



## Paragon's Healthcare Payer Claims Processing Solution

Customer Pain Point	Product Feature	Business Impact
<b>Processing times that are excessive (e.g. 30+ days)</b>	Remote data and document capture, streamline and orchestrate workflow, centralized, high-performance data access	<ul style="list-style-type: none"> <li>Reduce manual claims entry and seamlessly integrate data from transactional system, resulting in a full view of all supporting documentation and processes</li> <li>Improve productivity in the average time to complete processing after claim receipt</li> <li>Lower average cost to process a claim (e.g. from 2.05 for pending claim to 1.58 for clean claim)</li> <li>Cycle Time Reductions – Reduction of at least 30%</li> </ul>
<b>Severe Compliance penalties resulting from inability to produce legally viable records of transactions</b>	Concurrent online access and assured authenticity	<ul style="list-style-type: none"> <li>Enforce specific compliance and retention policies in compliance with government and company policies</li> </ul>
<b>Time-consuming and expensive rework and error correction</b>	Scanning, images processing and OCR technologies	<ul style="list-style-type: none"> <li>Scanning, images processing and OCR technologies</li> </ul>

### 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, a division of Paragon Computer Professionals, 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 works with businesses that are focused in a few key verticals – financial services, insurance, healthcare, life sciences and communications. The industry focused business consulting and delivery teams work with Paragon's competency groups in areas that include Strategy, Business Process Management, Enterprise Content Management, Data Intensive Solutions, Systems Integration and IT Transformation.

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

### Insurance

- ▶ Allianz
- ▶ Blue Cross of Idaho
- ▶ Lincoln Financial
- ▶ Partner Re

### Life Sciences

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

### Communications

- ▶ AT&T
- ▶ Lucent
- ▶ Syniverse
- ▶ Verizon



Improving the Way Work Gets Done™