



Western Health Advantage Implements PSIGEN PSI:Capture to Enforce Compliance with HIPAA and Improve Overall Customer Service

Western Health Advantage (WHA) is a full-service, not for profit health care plan operating in northern California in the following counties: Sacramento, Yolo, Solano, Western El Dorado, Western Placer. We offer a variety of health care products and services to meet the needs of patients and employers. WHA features some of the region's premiere medical professionals, giving our members access to more than 800 primary care providers and more than 1,400 specialty care providers. WHA also maintains a complete network of specialty physicians who have admitting privileges at some of the top facilities in the region.

The Problem

Like any other healthcare organization, Western Health deals with an endless flow of paper, every day. The main focus of the initial project was claim forms. The Company had chosen to outsource the scanning of these forms to a vendor, and initially, this was a great solution. But as claim volume increased, and their membership began to grow, the turn around time for scanning claims was 1—3 days, and that was just unacceptable. "With the time lag and continually increasing issues with the internet availability, my staff was frustrated with the current application. The program itself was easy to search and manipulate the documents as needed. Once we found out that we could purchase the Alchemy application for under what we were paying the third party vendor, it became very obvious to me that this was the way to go. My staff was thrilled at the idea that claims could be scanned and available to view on the same day without the application being unavailable," said Pam Colin, Contracts Manager. Along with claims, many other departments had expressed interest in scanning and maintaining documentation for compliance reasons, as well as ease of access.

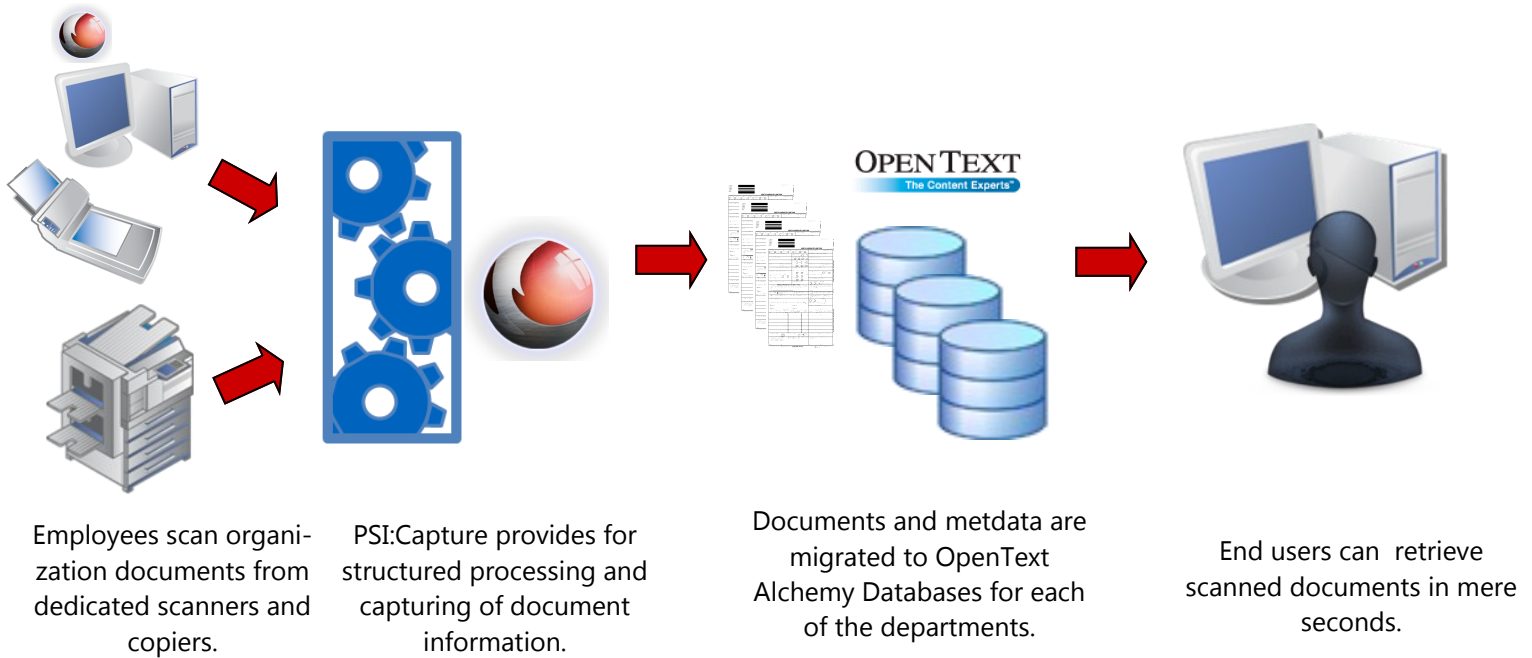
Solution Requirements

As Western Health looked at their growth rate, they knew that there had to be a more efficient way of dealing not only with claims, but also with paperwork from other departments like: compliance, COBRA, eligibility, HR, legal and accounting. They needed an overall solution that was flexible enough to implement quickly to solve their claims issues, but could also be easily expanded to other departments. "What we were looking for was not just a software solution to minimize paper in the office, but a partner that could grow and change with our needs with regard to HIPAA & confidentiality. Someone that would be in this with us for the long term," said Noelle DeBortoli, Manager of Administration and Project Lead.

The PSIGEN Solution

Western Health Advantage initially invested in Open Text Alchemy and a Fujitsu Scanner, with full intent of utilizing their Konica Copiers as onramps to the Document Management System. They quickly found that they required a more advanced capture workflow, especially with regards to quality assurance, standardization, and efficiency. With the implementation of PSI:Capture, they were able to have multiple users participate in the scanning and capture workflow, allowing quality control of both the entered data on the claims, and the image quality. They immediately found that the PSIGEN product provided a major reduction in the amount of time spent scanning and indexing claim forms, almost by half.

PSI:Capture spread virally throughout the organization, and today almost every department within WHA utilizes the advanced capture software: Claims, Eligibility, Finance, HR, Compliance and Administration. They have even integrated PSI:Capture with their eCopy Scan Stations to provide enhanced scanning capabilities through scanned file routing and processing.



Conclusion

The broad feature set and flexibility provided by PSIGEN PSI:Capture gives it the ability to seamlessly blend into any scanning and capture environment, regardless of the backend Document management System. It excels within diverse environments like WHA, and allows the use of differing scanning devices, and can meet diverse user needs. The licensing model allows organizations to start small, and grow their imaging infrastructure to serve both centralized and distributed scanning operations for multiple departments and any number of end users.

Solution Components in Summary

Capture Software:	13 PSIGEN PSI:Capture Enterprise Workstations
Content Repository:	OpenText Alchemy
Scanners:	7 Konica Scanning Copiers & Fujitsu Scanners

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Our largest customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers, and document management software vendors.

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