



## Case Study: Healthcare Claims Processing

FNTI's claims processing service speeds remittance processing, improving cash flow and reducing rejection rates.

FNTI has developed a streamlined process for extracting claims data from standard medical forms for review and editing by a large third-party administrator (TPA). FNTI provides the extraction and quality management processes, enabling the TPA to focus on coding.

FNTI's data extraction engine is multi-threaded, allowing for expanded processing capacity. The data extraction engine can employ both manual (random) and statistical quality control measures, which means the accuracy rate for claims data extraction can be dictated by the client.

### System features

- Accurate OCR scanning of claims forms increases process efficiency while lowering turn-time.
- Data extraction engines can be multi-threaded to expand processing speed.
- Quality control measures include data verification and image quality checks, as well as client-specified validations.
- Statistical QC sampling dynamically modifies testing rates as variations in quality are encountered.
- Production reporting module can be customized to fit client reporting requirements.

### How our client benefits

- A dedicated claims conversion process provides a fast and efficient method of converting physical documents to easily-editable records.
- Our client enjoys a variable production cost and the ability to easily expand and contract capacity as volumes dictate.
- Configurable QA and production reporting modules enable the client to optimize output to support their internal control processes.
- Accuracy rates are determined by the client and managed with ANSI-compliant QA testing methods.

### FNTI Healthcare Claims Processing System

