



# **FIS DOCUMENT CAPTURE MANAGER**

**FORMERLY FORMWORKS**

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## Healthcare organizations face unprecedented change. To be successful in today's post-reform era, healthcare insurers are prompted to take aggressive steps to be able to quickly pivot to address new business models and gain a competitive edge.

FIS has been a trusted provider to healthcare insurers globally for more than 25 years. FIS provides award-winning solutions that enable insurers to streamline operational processes and extensive experience in highly regulated markets. FIS insurance solutions offers leading technology that:

- Enables operational efficiency
- Improves productivity
- Increase agility
- Reduces costs
- Enhances customer loyalty

FIS insurance solutions enable organizations to improve integrated healthcare management. Our products wrap around existing business systems to improve organizational agility, increase productivity and ensure regulatory compliance.

Our solutions help streamline the processing of transactions, ensuring quality control and eliminating the need for human data entry and processing.

**"We felt FIS was a partner with us in the process. We had a lot of confidence in our implementation engineer and our interests were very much aligned. Our project team along with the FIS Document Capture Manager team successfully worked through implementation details surrounding browser issues, 837 output, business rules, QA testing and training. Two years post-implementation, we've hit all of our productivity and ROI targets."**

## FIS Document Capture Manager

A comprehensive automated capture solution for paper and electronic data interchange (EDI) transactions, FIS® Document Capture Manager (formerly FormWorks) increases the accuracy, efficiency and reliability of an organization's data streams. Document Capture Manager performs front-end data capture and processes paper and EDI transactions for the health insurance industry.

Document Capture Manager is used by health and dental insurance organizations, state and federal fiscal intermediaries, indemnity organizations, preferred provider organizations (PPO), health maintenance organizations (HMO), third party administrators (TPA) and workers' compensation insurance organizations.

### Accuracy

By eliminating most front-end data capture submission errors, Document Capture Manager increases auto-adjudication rates, resulting in dramatically reduced costs and increased provider and member satisfaction.

### Efficiency

Delivering up to 500 percent increases in capture efficiency, Document Capture Manager offers hard-dollar returns on investment (ROI), generally in less than one year. Higher paper and EDI auto adjudication rates mean lower labor costs to process a claim – regardless of its source.

### Reliability

Engineered for reliability year after year, Document Capture Manager is easy to integrate, minimizes administrative tasks, and provides robust reporting and management tools.

Document Capture Manager can be used for the simplest scan and index application to the most demanding EDI and forms processing. Versatile and scalable, it has been successfully deployed in government, education, insurance, finance and other industries ranging from hundreds of pages per day to hundreds of thousands of pages and EDI transactions per day.

**DOCUMENT  
CAPTURE  
MANAGER  
IS HIPAA  
COMPLIANT  
AND EDI  
CERTIFIED**

## FIS Document Capture Manager architecture

Document Capture Manager automates and perfects transactions from multiple sources using a sophisticated workflow system, extensive management tools, imaging, rules engines, data translators and exception processes.

### System features

- Pre-scan auditing tools for paper documents prevent duplicate documents, forms or batches from entering the system and ensure accurate inventory controls
- Creates images from paper documents and supports most production scanners as well as remote scanning from multiple locations
- Incorporates advanced features such as bar code reading, patch page detection, unique document control number assignment and imprinting, and advanced image enhancement.
- Forms processing capability provides identification with registration, removal, de-skew and optical mark recognition (OMR)
- Uses machine and handprint optical character recognition (OCR) with support for voting among multiple engines, including intelligent character recognition (ICR) and natural handwriting recognition (NHR) engines
- Ensures accuracy of indexing and data capture through a configurable rules engine that incorporates accurate “fuzzy logic” which automates previously manual and error-prone decision processes
- Enables all transactions – whether from paper, EDI or web forms – are processed through the same rules engine, ensuring one accurate and consistent upload to back-end systems
- Accepts and translates electronic transactions in proprietary formats as well as industry standards such as ANSI X.12 and XML
- EDI capability also provides the ability to create images from the incoming data stream for storage
- Provides an award-winning ergonomic, OCR correction interface for correcting suspect characters read by the OCR, ICR and NHR engines
- Allows operators to correct characters and form fields at near-source data entry rates with minimal specific business knowledge
- Enables data entry operators to key data directly from scanned images and correct data not automatically resolved by the rules engine
- Formats all data, regardless of source, for upload to virtually any back-end system in any format, including open database connectivity (ODBC), flat file, EDI and XML
- Provides a complete audit history of every step throughout the processing of each document at the character, field, document and batch level
- Delivers configurable quality and performance auditing of both data entry operators and the capture system itself, with detailed reports on accuracy and errors

#### ACCURACY



#### EFFICIENCY



#### RELIABILITY



**"We achieved our objectives and then some. We've increased data capture efficiency by more than 325% and that savings alone paid for the entire system in about a year."**

### DATA CAPTURE FOR:

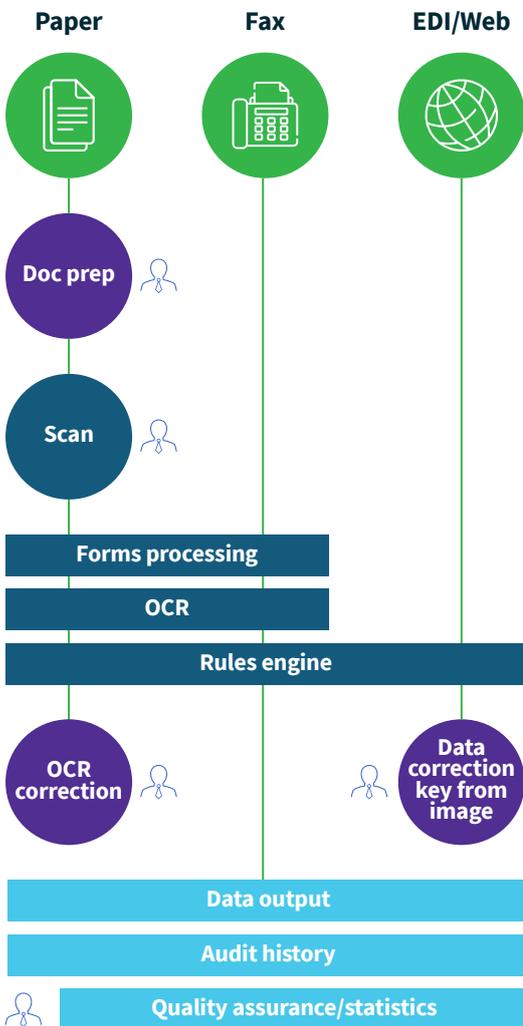
#### Forms:

- Credit card applications
- Financial forms
- Structured and unstructured forms
- Encounters
- Referrals
- Enrollments
- Back-office documents
- Mission-critical documents

#### Claims:

- HCFA
- UB
- Dental
- Workers' compensation bill
- Vision
- Superbill
- Crossovers

## Inputs



- DATA CAPTURE/MANAGEMENT
- IMAGE
- OPERATOR PROCESSES
- SERVER BACKGROUND PROCESSES

## System management tools

Document Capture Manager optimally routes and load-balances documents in its capture workflow system. Included in the system are precise management tools for viewing and modifying data flow, helping organizations achieve high levels of accuracy and productivity.

- Monitors and controls all processes and transactions in the system
- Provides a point-and-click user interface to design all rules, define new forms and specify output formats
- Generates reports on inventory, operator productivity, system throughput, and operator and system accuracy
- Allow users to generate custom reports

### FEATURES:

- Processes structured and unstructured forms
- Provides complete workflow management and reporting
- Ensures dedicated HIPAA and SAS 70 compliance
- Processes over 300 million documents per year, including unique forms
- Proven to achieve accuracy rates of more than 99.9%

### BENEFITS:

- Proven turnkey solution to accurately convert paper documents to EDI
- Highest proven ROI
- Highly effective Workers' Compensation bill processing
- Reliable performance
- Decades of experience delivering health care claims and enrollment processing solutions
- Proven to reduce processing costs
- Flexible outsourcing options available

## Healthcare payers recognize FIS' value

### Partnering for success

We work with you and other technology providers to deliver solutions truly tailored to your organization. FIS works with healthcare insurance organizations of all sizes, including some of the world's largest insurers, as well as leading technology providers such as Microsoft and HP.

### Support services

Each client is assigned a dedicated technical support representative that understands the insurance market and unique business and system configuration requirements.

### Account management

Each client is assigned a dedicated account executive who is always available to assist with business-related questions, provide a broad depth of knowledge of FIS' technology and services, and share best practices across industry sectors.

### Implementation

Our proven implementation approach is built on a staged delivery methodology and formalized implementation plan that has been successful in more than 350 implementations in the healthcare insurance market.



## About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our employees are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.



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