Captaris
Alchemy

DATASHEET

Alchemy Workflow Solutions

Reduce Costs, Increase Profitability, Comply with Regulations
and Prevent Costly Errors

With ever-increasing pressure on profitability, timeliness and quality, companies must identify more efficient
and effective ways to control and complete every-day business processes. Captaris Alchemy Workflow can help
by automating, streamlining and improving people-intensive processes where documents and images are involved.

Alchemy Workflow Solution Examples

CLAIMS PROCESSING FOR A BENEFITS MANAGEMENT COMPANY

Problem: Enrollment and Claim documents were routed manually to the person or group responsible for
processing them, based on the type of document. This process required seven people and frequently caused
significant delays just to start each day's work.

Solution: With Alchemy Workflow, documents are first scanned then automatically assigned for processing based
on business rules. The workflow application sets timeframes for completion and directs the processing responsibility
to the specified person. Not only will this save time, but it will reduce cost penalties for late time-sensitive documents.

INSURANCE CLAIMS IN A HEALTH, PROPERTY AND CASUALTY COMPANY

Problem: The high volume of paper received was overwhelming the current work assignments and procedures.
This resulted in claims processing delays. Adding more personnel to handle the increased workload was not
practical to resolve the problem. Some very fundamental changes needed to be made to handle the current volume
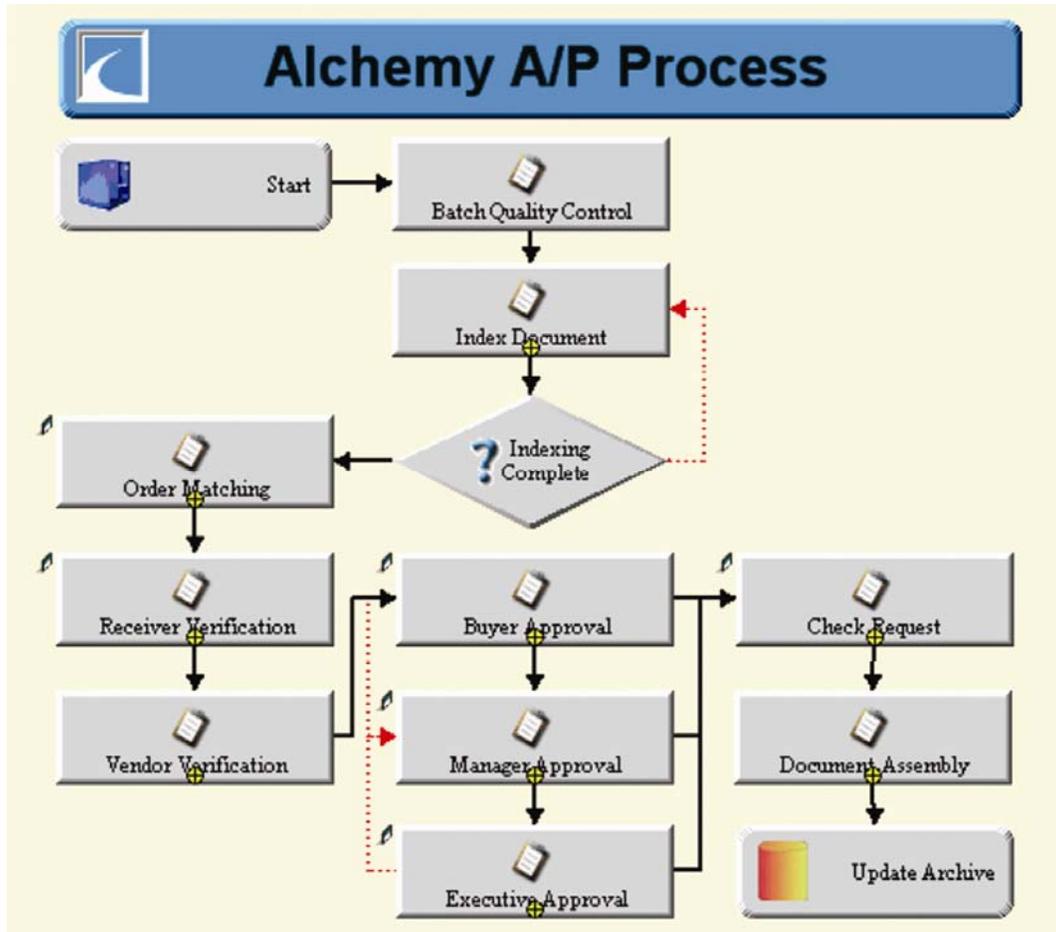and to effectively prepare for anticipated future growth.

Solution: The Alchemy Workflow solution allows all incoming documents to be scanned, stored and retrieved by
the people involved in the workflow sequence. Enrollment and Claim documents are automatically directed to
specialized group work queues, with times set to insure responsive processing. When an activity is completed,
Alchemy Workflow automatically assigns the document to the next workstation, monitors the progress and sends
alerts if the completion criteria are not met. Claims are processed faster, documents get sent to the right people on
time and document retrieval is significantly faster and more accurate.
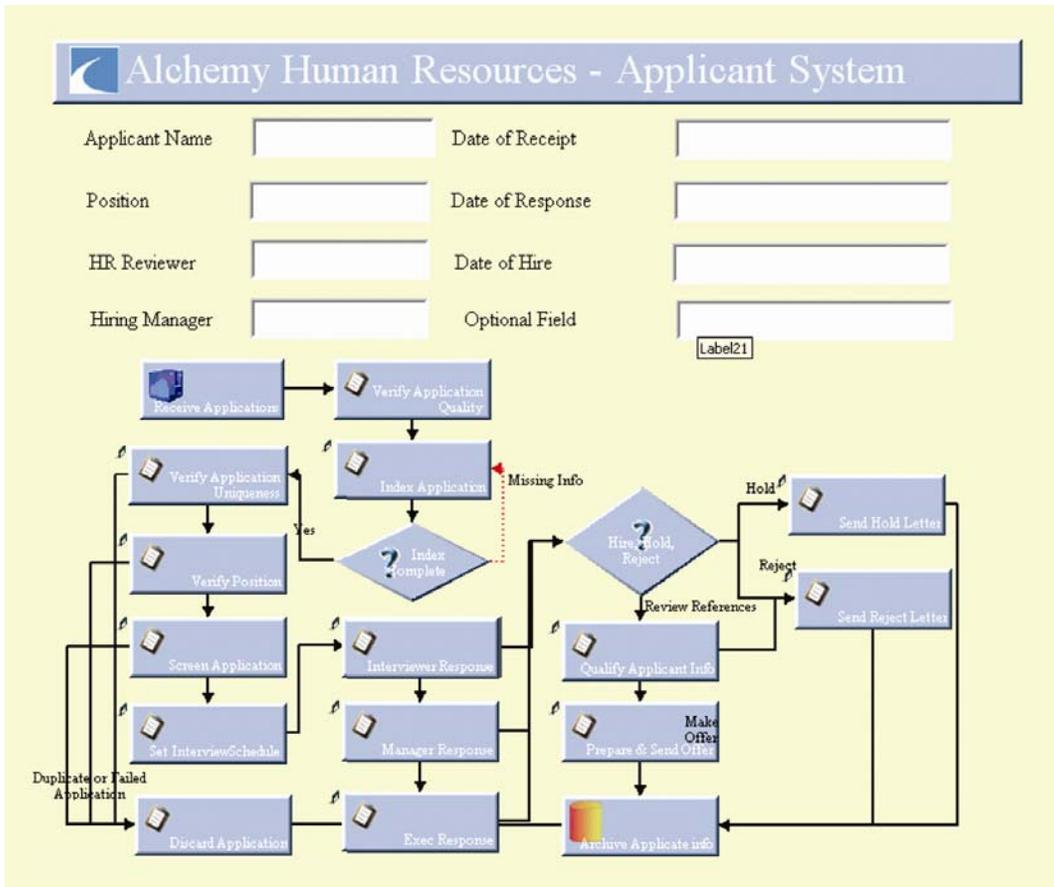
MEDICAL CLINIC HEALTH SERVICE

Problem: Requests and referrals were received by fax and the paper documents were physically distributed to the right people for the review and approval processes. Upon completion, the documents were sent back to the provider for fulfillment and storage. The process for one single request or referral could take anywhere from several hours to days to complete. This resulted in delays in billing and impacted the cash flow.

Solution: The Alchemy Workflow solution handles the incoming handwritten requests and referrals by scanning them or capturing the fax document, then automatically directing them to the next step in the review and approval process. The location of the document in the workflow process is continually monitored and when an activity is completed, alerts are sent to the next recipient, greatly speeding up the process. Activity logs are automatically maintained to satisfy HIPAA compliance and future inquiries. This will significantly reduce errors and provide better information for decisions and review, whether it's for encoding, billing or request for health information.
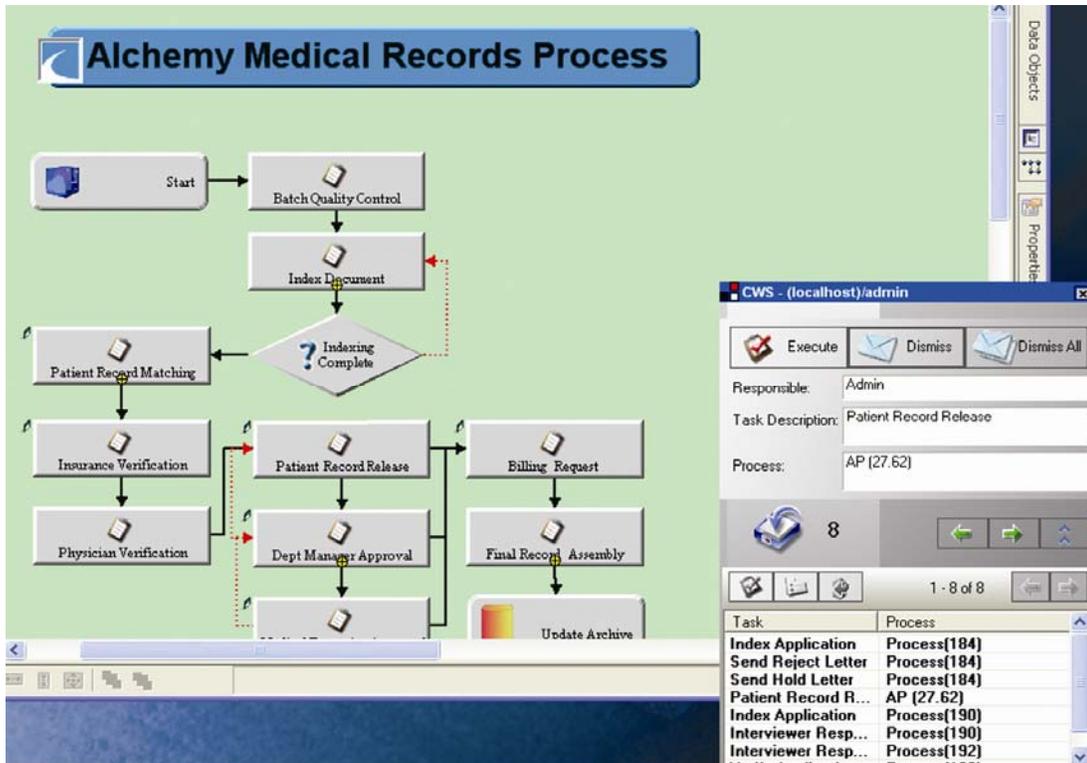
Accounts Payable

Human Resources

Alchemy Human Resources - Applicant System

Applicant Name		Date of Receipt	
Position		Date of Response	
HR Reviewer		Date of Hire	
Hiring Manager		Optional Field	

Medical Records

FOR MORE INFORMATION

Captaris Sales Representatives are eager to answer your questions and recommend solutions that can help meet your specific needs. If you are interested in finding more information about Captaris solutions, locate the Product Sales Representative for your region.

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Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, deliver, manage and archive). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit www.captaris.com or call +1 520 320 7000.