

Case Study - Healthcare

Solution Saves \$36,000 in Annual Savings

Business Situation

An insurer for health and special health risk had been utilizing external resources for data conversion services. They needed to enhance data quality, increase capacity for anticipated business growth, and better leverage imaging technology while reducing paper workflow within their organization. In addition, working with a HIPAA compliant partner was an important component. Upon recommendation of industry colleagues, they turned to Data Dimensions.

Solution

Data Dimensions' BPO services included processing their hardcopy claims with mailroom, digital imaging, and conversion to electronic data services. The strategy was to immediately outsource data capture, followed over time with incremental conversion to outsourced mailroom and digital imaging. The move towards complete outsourcing of front end business functions was consistent with their long term strategy of continuous process improvement and focus on core competencies. Client management each year seeks reduced cost of operations resulting from implementation of these operating efficiencies.

Results

According to the Vice President of Claims, "When we first set out to lower our Medicare supplement claim outsourcing costs, we ultimately settled on Data Dimensions. They took the time to learn who we are and how we do business. We couldn't help but be impressed by their desire to get it right the first time. From the thorough professional sales and operations staff to the dedication and accuracy of the home data entry personnel, Data Dimensions continues to deliver exactly what they promised. We're eager to work with them on future projects." First year costs savings were projected at 32% along with a \$36,000 annual savings in shipping costs. The insurer indicates the actual savings are in line with the projection.

For more information and a complete listing of services, visit <http://www.datadimensions.com>, email info@datadimensions.com, or call 800-782-2907.