TAKE A TOUR OF

THE CONNECTED HEALTHCARE PAYER

Information Technology

Provider Contracts and Credentialing

Appeals and Grievances

Accounts Payable

Finance

Utilization Management

Claims Review

Legal

Mailroom

Member Enrollment

Contract Management

Claims

Human Resources

Compliance and Auditing

Information Technology

Claims Review

Compliance and Auditing

One platform

Unlimited potential

OnBase®

by Hyland
Accounts Payable
Streamline invoice approvals by integrating OnBase with your accounting solution. Automate capture, improve information access and enhance processes to eliminate late payment penalties and missing documents.

Appeals and Grievances
Accurately triage, manage and document every appeal and grievance. Connect to core admin platforms, track status and deadlines, generate letters and view real-time dashboards to ensure audit-friendly, compliant processes.

Claims
Streamline your processes by securely capturing data from paper CMS 1500’s and UB04’s and avoid manual data entry. Output data directly into an 837 EDI file and store images directly in your image repository. Expedite suspended claims processing and auditing with automated workflows.

Claims Review
Request medical documentation from providers through OnBase workflows. Payers issue a digital request to providers, providers attach the necessary records and return the data and documents electronically. The secure electronic collaboration eliminates sharing via fax, postal mail and portals.

Compliance and Auditing
Prevent adverse audit findings with consistent, self-auditing, digitally enforced processes. Securely lock down every action and track all interactions through a non-editable audit trail.

Contract Management
Quickly create and securely manage vendor, member and legal contracts. Automate tasks, create key contracts and documents using pre-approved templates and accelerate reviews and approvals with automatic notifications to better support vendor relations.

Finance
Dramatically reduce the time and effort spent on month- and year-end close with easy access to real-time financial information.

Human Resources
Decrease the effort and expense of storing and retrieving employee files and increase security and compliance while elevating your service levels. Electronic forms eliminate the need for paper-based, HR-related documentation from recruitment through onboarding to off-boarding. Integrate OnBase with your organization’s human resources information system (HRIS) to retrieve employee documents and data from within the familiar HRIS interfaces.

Information Technology
Integrate OnBase with existing core administrative business systems to provide staff with access to critical documents from within those core admin screens. Expedite processes by automatically routing exceptions to users and queues.

Legal
Manage all legal matters electronically for improved revision control and true collaboration during negotiations and other processes.

Mailroom
Capture every paper document, fax, email and portal interaction. Automatically classify data, extract documents and immediately route to individual or team workflows or queues.

Member Enrollment
Capture prospect forms and signatures via a mobile device and immediately send materials through your enrollment workflow. Onboard Medicare members, while confidently and correctly capturing all required data and signatures at point of contact, avoiding delays, costs and missed enrollments.

Provider Contracts and Credentialing
Collect, verify and track all required provider contract and credentialing data and documents in a single, secure and accurate source. View checklists, outstanding tasks, statuses and related credentialing items. Ensure clinicians are fully qualified and have current credentials.

Utilization Management
Further reduce manual data entry by automating the capture, indexing and attachment of medical documentation for new and existing cases. Empower nurses to focus on member wellness by providing a complete view of documents integrated with your clinical case management application.

Learn more at OnBase.com/Payer »