

# Simplify your Secure Scanning & Capture: Outsource to the Experts in Data Processing

## Why Outsource to Hyland?

### Exceptional Resources

- Experienced staff & proven methods in data capture and project management
- High-speed, specialty equipment
- OnBase is endorsed by the AHA

### Accurate Cost Estimates

- Efficient, effective discovery
- Document type and indexing experts
- No hidden costs

### Automated Payment Posting Service

- Daily reconciliation and reporting
- Comprehensive paper-to-835 conversion & conversion to HIPAA-standard remark codes for all payers
- Proven, trusted ECM healthcare experts

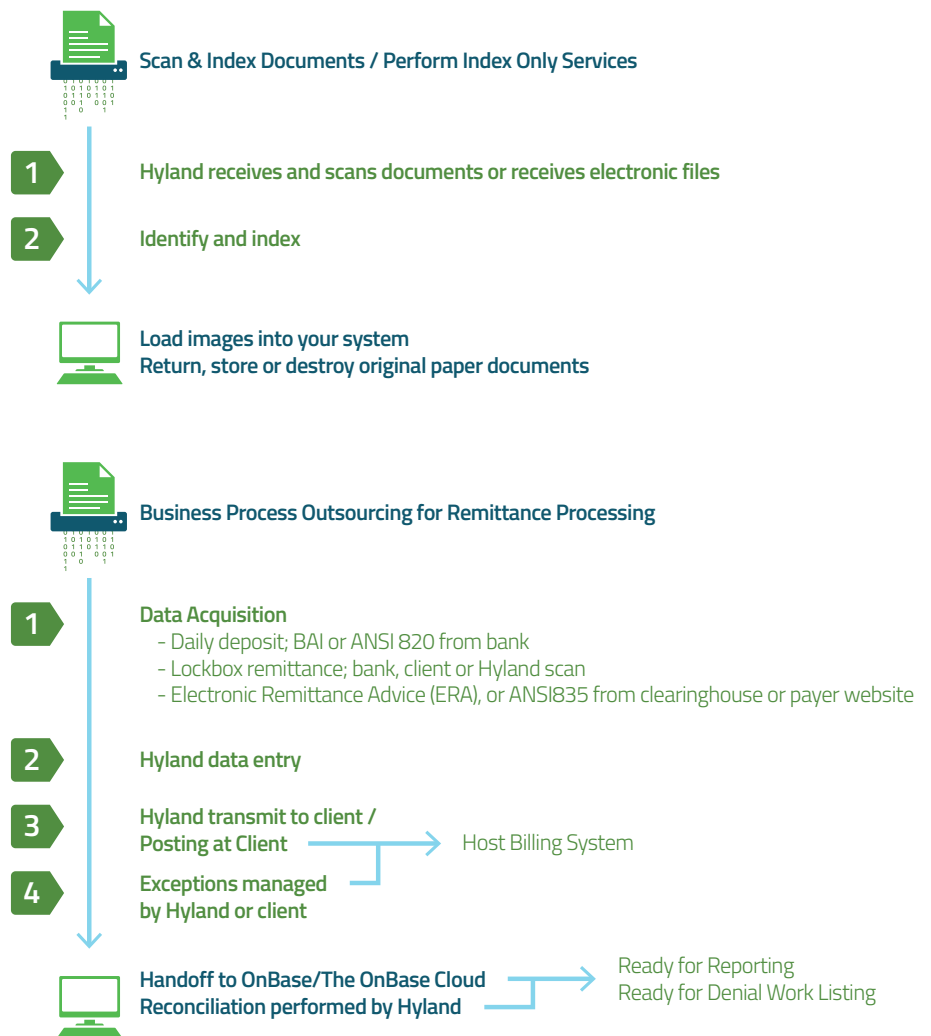
### Comply with Industry Requirements

- Staff experienced in confidentiality, industry compliance and audits
- Proven methods in disaster recovery
- Expertise in document security and records management

**20+**  
Years of experience

Hyland Software's commitment to the healthcare industry gives us a keen insight into one of its biggest ECM challenges—enormous volumes of highly regulated documents and data that need to be imported in a timely manner. This task is essential to everything from patient service and care, to EMR initiatives, to HIM and revenue cycle efficiency.

Hyland's Imaging Services professionals offer a way for you to offload this time-sensitive crucial step to the experts. We also offer services like outsourced remittance processing where we securely receive, process and post both patient and third-party insurance payments electronically. Every day, we ensure needed data moves into your ECM, EMR and other integrated systems quickly, so it is available to everyone who needs it.



For more information:

**Brenda Wilson**

440.788.6093

Brenda.Wilson@onbase.com

## Imaging Services Offerings

- Scan & Index
- Index Only
- Film Conversion
- Cloud Hosting
- Physical Storage
- Outsourced Remittance Processing
- Secure Destruction

## Cloud Services Client

- Document retrieval
- AP processing of invoices
- HR onboarding of employees
- HIM scanning of patient charts
- OnBase functionality, including Workflow automation, Outlook Integration, E-Forms & Mobility

## What Imaging Services Offers

The faster you get documents into OnBase, the sooner you'll start taking advantage of the strengths of OnBase—instant access to patient documents, automated business processes, records management and much more.

With multiple offerings and a deep understanding of healthcare business processes and regulatory requirements, we'll develop an approach that fits your needs. You can leave it all to us and we'll scan, identify and index your documents, microfilm or microfiche. Or, you can scan your content in and we'll identify and index it for you. In addition, we offer physical storage to meet your document retention policies, helping to ease the burden of compliance. This way, you partner with one vendor for your enterprise content management suite as well as all of your document scanning, indexing, storage and secure destruction needs.

Our outsourced remittance processing service virtually eliminates the manual steps associated with processing, reconciling and posting third-party payments. Instead of staff spending time sorting mail, matching remittance advices to expected payments, posting payments, creating deposit tickets or making trips to the bank, Hyland's BPO solution automates these work tasks. The end result is a simplified and streamlined payment posting and reconciliation system that eliminates all paper and integrates with your existing Patient Accounting and Banking partners.

## Four Reasons to Outsource Scanning and Indexing to Hyland

While our customers approach us for their scanning and imaging needs for a lot of reasons, what they typically have in common is a need to get documents into OnBase faster, and struggle to find the resources to do so. Here are four key reasons why we are the best fit for your needs:

### 1. Overwhelming Quantity of Time Sensitive, HIPAA Regulated Documents

Even with all of the ways OnBase can capture and index documents, the sheer volume of documents generated from healthcare business processes can be overwhelming. Hardware, staffing, training costs and backfile conversions are also constant challenges. By outsourcing scanning and indexing to Hyland, documents get into your system faster and you don't have to worry about security, resources, or managing changes in volume.

### 2. Our Healthcare Customers Use Imaging Services

OnBase customers in healthcare know they can count on Imaging Services to advance their imaging, ECM, EMR and other interoperability initiatives. Every day our experienced and efficient staff works with physical and electronic documents, including patient records, HR, HIM and revenue cycle documents.

### 3. OnBase is an Authority in Healthcare ECM

Exclusively endorsed by the American Hospital Association (AHA), our healthcare experience, solutions and services are unparalleled. We know healthcare IT. From document classification to records management to audit processes, we work with you—as needed—to provide the guidance and expertise you look for from a trusted advisor.

### 4. Predictable, Efficient Project Management and High Quality Service

In every aspect of our service—from how we conduct discovery, to the images we provide, to the usefulness of our indexing—our commitment to quality is second to none. Built on the OnBase ECM platform, our document strategies and solutions are industry-leading. We take the time to understand your business needs, and our services will support and empower your business processes.