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A regional healthcare facility had a centralized billing department that received thousands of explanation of benefits (EOB) statements each week for their more than 20 locations. The EOBs were filed by date and batch number and stored in filing cabinets.

The Challenge

Referring to thousands of EOBs was tedious and the client was running out of storage space. The client needed to automate the current process and recapture valuable office space to use for business growth.

The Strategy

Avalon shadowed the billing department to better understand how the EOBs were handled. They maintained over 300,000 pages and received about 4,000 new documents per week. A staff of twelve billing specialists were tasked with reading the EOBs, reprocessing invoices, and filing the paperwork. They often pulled the files based on the day, batch number, or billing agent who handled them. Unfortunately, a lot of time was wasted on pulling files, refiling, or trying to locate misfiled documents.

Avalon implemented a backfile scan (the conversion of a large number of paper documents into digital files) of their current files. Due to the need for accessibility, Avalon picked up documents at the end of each day and delivered the images in the morning, so the billing team had no down time. After the backfile scan was completed, Avalon implemented the following weekly scanning program:

- We picked up new documents every Friday afternoon.
- All documents were scanned; OCR'd (the process of turning images into text-searchable documents); and indexed by date, batch number, and initials of the billing specialist who processed the file.
- The images were loaded into a document management platform provided by Avalon, which allowed documents to be located instantaneously when searched by any of the index fields.
- Avalon delivered the images on Monday morning.

The Results

The company recaptured 1,000 square feet of office space, which was used to facilitate growth. EOB processing efficiencies were greatly enhanced, and the work originally done by twelve employees was handled by a team of nine. The cost savings in labor provided a high return on investment for the program. Cost savings and efficiencies were accomplished through the Avalon backfile scanning program.



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