

OpenText™ RightFax®

Automated document delivery through CareRadius®



Why RightFax®?

Faxed authorizations and clinical documentation still play a major role in the care management process. As such, healthcare organizations are constantly under pressure to improve the handling of faxed documents, which can increase administrative costs.

Features

RightFax® provides a default integration solution through CareRadius® (Patent pending) which allows for bi-directional capabilities to promote collaboration, resulting in better quality outcomes for the member.

This integration sends incoming faxes directly to queues in CareRadius®. Subsequently, workflows can easily be

created or the fax can be attached to an existing case.

Outbound faxes are streamlined within the workflow, automating recipient lists and cover sheet inputs based on the parties in the case, no searching required.

Key Benefits

- › Reduce costs by reducing paper, phone lines, stand-alone fax machines and cost associated with staff being away from their normal duties
- › Increase productivity by allowing users to fax directly from CareRadius® workflows
- › Shorten the business workflow cycle by speeding document delivery and driving automation in CareRadius®

Health plan's covered lives

1.7 million

16,000 Faxes per month

Monthly staff hours attaching emailed faxes to member records

529.2

4.2 Staff working six hours daily attaching faxes

Monthly savings*

\$7,938

*EXL sample use case

Automated document delivery through CareRadius®

- Aid with compliance by providing a secure way to exchange protected healthcare related information and increase decision turn around times

CareRadius®

CareRadius® integrates data from multiple sources and shares it between health plans, practitioners and members in realtime, enhancing clinical decision-making, improving workflows, and reducing administrative costs.

The workflow is automated across the care continuum – making it easier to navigate member and provider interactions.



Our Partnership

EXL's partnership with OpenText™ eliminates the organization's faxing difficulties by seamlessly placing the member-related faxed documents directly in the member's record, as well as reducing administrative costs by decreasing manual distribution of paper and email documents from external sources.

About OpenText™

OpenText™ Information Exchange solutions help organizations integrate and extend their information exchange systems and processes in order to improve their efficiency, decrease security risk, and lower their transaction cost for internal and external information exchange. For more information, visit faxsolutions.opentext.com

About EXL

EXL (NASDAQ: EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning Business [EXLerator Framework®](#), which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, EXL has more than 24,000 professionals in locations throughout the United States, Europe, Asia, Latin America, Australia and South Africa.

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