

Automated EOB Processing for the Healthcare Industry

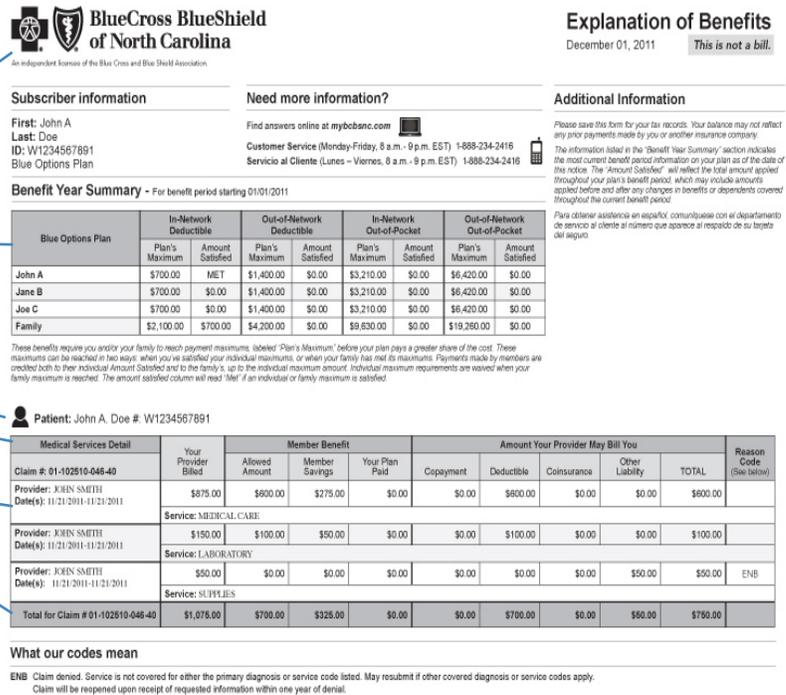
Healthcare organizations encounter high volumes of EOB forms and other documents on a daily basis, yet many still continue to process these forms manually. This process requires employees to key data into a database, which is typically labor-intensive, expensive, and error-prone. In addition, processing high volumes of EOB's manually can be a time consuming task, creating difficulties for both patients and healthcare companies. The amount of EOB's that healthcare companies typically handle can result in backlogs and lead to inefficiencies in both time spent and resources used.

With a proper automated forms processing system in place, healthcare organizations can realize a significant ROI through reduced data entry processing costs, while also improving processing speed and accuracy. This translates to lower costs and higher quality of care to the patient, generating competitive advantage for the tech-savvy leaders of the healthcare industry.

Trapeze Automatically Extracts and Validates:

- Provider Information
- Insurance Plan Details
- Check Number and Amount
- Patient Details
- Service Details including Date and Product
- Line Item Descriptions
- Subtotals and Total Amount Payable to Provider

Sample EOB Form



BlueCross BlueShield of North Carolina
An Independent Member of the Blue Cross and Blue Shield Association

Explanation of Benefits
December 01, 2011 **This is not a bill.**

Subscriber information
First: John A
Last: Doe
ID: W1234567891
Blue Options Plan

Need more information?
Find answers online at mybcbsnc.com
Customer Service (Monday-Friday, 8 a.m. - 9 p.m. EST) 1-888-234-2416
Servicio al Cliente (Lunes - Viernes, 8 a.m. - 9 p.m. EST) 1-888-234-2416

Additional Information
Please save this form for your tax records. Your balance may not reflect any prior payments made by you or another insurance company. The information listed in the "Benefit Year Summary" section indicates the most current benefit period information on your plan as of the date of this notice. The "Amount Satisfied" will reflect the total amount applied throughout your plan's benefit period, which may include amounts applied before and after any changes in benefits or dependents covered throughout the current benefit period. Para obtener asistencia en español, comuníquese con el departamento de servicio al cliente al número que aparece al respecto de su tarjeta del seguro.

Benefit Year Summary - For benefit period starting 01/01/2011

Blue Options Plan	In-Network Deductible		Out-of-Network Deductible		In-Network Out-of-Pocket		Out-of-Network Out-of-Pocket	
	Plan's Maximum	Amount Satisfied	Plan's Maximum	Amount Satisfied	Plan's Maximum	Amount Satisfied	Plan's Maximum	Amount Satisfied
John A	\$700.00	MIET	\$1,400.00	\$0.00	\$3,210.00	\$0.00	\$6,420.00	\$0.00
Jane B	\$700.00	\$0.00	\$1,400.00	\$0.00	\$3,210.00	\$0.00	\$6,420.00	\$0.00
Joe C	\$700.00	\$0.00	\$1,400.00	\$0.00	\$3,210.00	\$0.00	\$6,420.00	\$0.00
Family	\$2,100.00	\$700.00	\$4,200.00	\$0.00	\$9,630.00	\$0.00	\$19,260.00	\$0.00

These benefits require you and/or your family to reach payment maximums, labeled "Plan's Maximum," before your plan pays a greater share of the cost. These maximums can be reached in two ways: when you've satisfied your individual maximums, or when your family has met its maximums. Payments made by members are credited both to their individual Amount Satisfied and to the family's, up to the individual maximum amount. Individual maximum requirements are waived when your family maximum is reached. The amount satisfied column will read "MIET" if an individual or family maximum is satisfied.

Medical Services Detail
Patient: John A. Doe # W1234567891

Claim #: 01-102810-046-40	Your Provider Billed	Member Benefit			Amount Your Provider May Bill You				Reason Code (See below)	
		Allowed Amount	Member Savings	Your Plan Paid	Copayment	Deductible	Coinsurance	Other Liability		TOTAL
Provider: JORIN SMITH Date(s): 11/21/2011-11/21/2011	\$875.00	\$600.00	\$275.00	\$0.00	\$0.00	\$600.00	\$0.00	\$0.00	\$600.00	
Service: MEDICAL CARE	\$150.00	\$100.00	\$50.00	\$0.00	\$0.00	\$100.00	\$0.00	\$0.00	\$100.00	
Provider: JORIN SMITH Date(s): 11/21/2011-11/21/2011	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	\$50.00	ENB
Service: SURVEYS										
Total for Claim # 01-102810-046-40	\$1,075.00	\$700.00	\$325.00	\$0.00	\$0.00	\$700.00	\$0.00	\$60.00	\$760.00	

What our codes mean
ENB Claim denied. Service is not covered for either the primary diagnosis or service code listed. May resubmit if other covered diagnosis or service codes apply. Claim will be reopened upon receipt of requested information within one year of denial.

Trapeze identifies and extracts data from the header section of the EOB as well as each of the subsections detailing services rendered by department, allowing healthcare organizations to rapidly and automatically process patient information, insurance plan data, line item descriptions and other critical details on the Explanation of Benefits form.

SoftWorks AI's Trapeze for Forms Processing automatically extracts relevant field-data from structured forms such as Explanation of Benefits forms. Once Trapeze for Forms Processing captures the extracted data, it processes and validates the information and then outputs this information into a database.

In the case of the healthcare industry, Trapeze automatically processes insurance coverage information from high volumes of EOB forms rapidly and reliably, enabling hospitals and other healthcare organizations to understand and apply funds to the appropriate departments much faster than manual processing would allow. Trapeze for Forms Processing differentiates itself by being a powerful, industrial strength, yet very easy to use software solution for automated forms processing.

Reduce Manual Data Entry

In many instances, a team of employees entering information from Explanation of Benefits forms can be reduced to a single employee overseeing the entire process. This allows other employees to re-focus on more value-added tasks, producing a concrete, measurable ROI. In addition, this gives healthcare leaders a strong competitive advantage over their peers as they spend more time and resources on providing quality care for the patient and spend less effort on managing paperwork.

Trapeze for Forms Processing's superior accuracy and validation ensures health forms data is extracted properly and reliably. With SoftWorks AI's superior engineering and Trapeze's XML-based control, our forms processing system can be designed to your needs – fully automating your document-based workflows.

Powerful Recognition for Maximum Efficiency

An automated forms processing system is only as strong as the accuracy of its recognition engine. With the highest OCR accuracy rates in the industry, Trapeze for Forms Processing eliminates the hassle of data-entry and limits the necessity of manual data validation and correction in your document workflow. The system is built on a powerful text recognition engine, comprised of multiple voting engines and leveraging advanced image pre-processing techniques to maximize image quality for stronger recognition and extraction performance.

Industrial Strength, Scalable Solution

Trapeze for Forms Processing supports a multi-user environment to view and validate documents, processing tens of thousands of documents per day. Trapeze for Forms Processing enables users to monitor the status of documents in real-time. With the Trapeze Administrator Dashboard, users can keep track of all document activity and add additional document types. Trapeze for Forms Processing also enables users to set up business rules for each document type, which can significantly reduce manual intervention by auto-validating fields, and even entire forms. Our Trapeze software integrates seamlessly with systems using the most common output formats such as XML and CSV.

Benefits of Trapeze

- Reduces EOB processing time and costs through automated data entry
- Enables healthcare organizations to provide more value to patient by minimizing resources necessary for managing paperwork - generating competitive advantage
- Allows clients to understand and apply insurance funds to the appropriate departments rapidly and reliably
- Flexibility of a customizable system using XML-based scripting
- Seamless auto-validation of extracted field data from processed EOB and other health forms
- Auto-validates both fields and forms that satisfy easily configurable business rules
- Reduces form processing errors inherent to manual handling
- Creates fully text-searchable documents for instant retrieval of information by keyword search
- Produces real ROI through reduced data entry and faster document processing