



## CASE STUDY:

# PerDATUM's Prognos Image Enabled Claims Processing

## Claims Processing – Can You Handle it?

Imagine that you are tasked with managing the employee benefits for 60,000 people. Of these around 18,000 are eligible for disability and worker's compensation. You receive about 1000 faxes each week related to claims that are in progress, and must perform the work with a staff of only five people! Added to that, one of your key employees is moving to another state. She is the most experienced person you have, and the only one who knows your complete process. That is exactly the scenario that was presented to PerDatum, Inc. by their customer -Ohio State University.

Immediately, you may recognize that automation is critical to meet the growing demands of servicing so many employees. That is where PerDATUM can help. Working with Mark Tochtenhagen, this customer incorporated PerDATUM's PROGNOS Software ([www.perdatum.com](http://www.perdatum.com)). PROGNOS is a software solution for safety, workers' compensation, risk management, and occupational health care professionals. In this case, the software is used extensively to handle claims processing.



The PROGNOS system accepts EDI feeds directly from insurance carriers so that HR professionals can quickly access information and begin processing claims. It also provides OSHA reporting capability and injury logs to track all data related to an occupational injury or illness. However, many supporting paper documents are also necessary for HR staff to reference when processing claims. Having access to these documents at the time of claims processing offers a significant boost to claims processing efficiency. Without



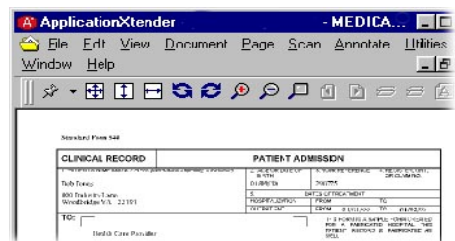
hesitation, Mark also decided that "image enabling" was desirable to make this a more complete solution.

To explore this possibility, Mark engaged the help of Systems Imaging staff. The two companies discussed the customer's needs and developed a plan of action. The most important issue to address was the seamless integration of the imaging system within the Prognos claims processing environment. To satisfy this need, the PerDATUM and [Systems Imaging's](#) staff collaborated to combine two software tools. As a result, the Application Xtender software from EMC/Documentum was integrated directly into the PROGNOS product – allowing both programs to run from an ODBC compliant database. HR professionals who are working on a claim using PROGNOS can now access all related document images at the touch of a button.

Once installed, the integrated imaging and claims system allows a company to capture all vital information related to an injury, categorize it, archive it, and efficiently access all associated documents via their imaging system. The entire process is automated, and the system is even accessible from remote locations, allowing companies to maintain a very lean HR operation.

Open Case Window			
199*-000000	Drake, Andrew S	393-39-3882	Company 2
02/03/1997	Lost Time	Full	Memo
38/18	Injury/strain	Trunk/back, lower/left	
199* 000000	Thompson, Arlene M	339 48 4638	Company 1
02/28/1997	Medical Only	Full	Memo
0/0	Injury/burn	Head/eye(s)/both	

Recently, a key member of the OSU human resources staff moved with her family to Maryland. At first, the group's manager worried that this would adversely effect operations. However, she quickly ensured that services were not interrupted. The employee simply continued working from her new



location - remaining an active contributor to the group by accessing documents and managing claims from her home office via the Internet.

So far, customers like Ohio State University's Human Resources Department have successfully implemented the combination of Prognos and Application Xtender. "They really like the ability to stay within the Prognos interface, and yet have quick access to anything housed within their imaging system. It is a real benefit to have all of your decision criteria in a single place", comments Mr. Tochtenhagen. "The efficiency gains and flexibility for processing claims can be tremendous".

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