

# WORKERS COMPENSATION SOLUTION for GOVERNMENTS

Majority of government (federal, state, and local) workers compensation programs are managed in-house. The government WC programs are challenged due to the typical budgetary restraints, hiring limitations, and lack of modernization. The advancements of technologies have been well embraced within the workers compensation industry, with comprehensive software and applications, cloud-based solutions, and improved communication capabilities. It is without doubt that government-run workers compensation programs would benefit significantly from such technology advancements and new capabilities. Therefore, SourceHOV Inc. has developed a generational solution for government workers compensation programs.

**SourceHOV Inc.**, the leader in healthcare mailroom operations, and **Mitchell International**, the leader (40% market share, with hundreds of installs) in Workers Compensation Processing software, have teamed up to deliver an award-winning solution for federal, state, or local government workers compensation programs. It is called the *SmartClaims Program*.

SMARTCLAIMS PROGRAM UTILIZES THE VERY BEST-OF-BREED APPLICATIONS within the healthcare industry. The Program manages the entire process for a government employee of submitting a workers compensation claim, verifying the claim, establishing the provider network, establishing payment guidelines (treatment suites) and business rules, submitting provider bill claims, processing the bill claims, providing comprehensive adjudication, and establishing proper communications for the claimant, provider, and government entity.

THE SMARTCLAIMS PROGRAM IS VERY COMPREHENSIVE, incorporating the tools to cover all types of applications. The Solution's tools can be turned on/off to fit any and all specification requirements.

SMARTCLAIMS PROGRAM IS EXTREMELY PRODUCTIVE, with state-of-the-art in technology applications such as forms and document electronic recognition, advanced auto-indexing, electronic data interface input, open-architecture repository, and a systems of record approach.

THE SMARTCLAIMS PROGRAM IS HIGHLY TRANSPARENT. Our Program provides the latest in Call Center Operations, incorporating IVR technology. There is a program portal solution with the capability to allow providers and claimants to submit claims, bills, and supporting documents. For governments requiring the enrollment of providers, we have a web portal to support all provider requirements. Since the Program utilizes the Systems of Records approach, the required government reports are easily generated, as well as the ad hoc reports that are typical for workers compensation applications. Reporting capabilities will also include dashboards for critical performance and operational results.

SECURITY MANAGEMENT IS A LARGE COMPONENT OF OUR SOLUTIONS. The Program is a cloud-based solution under the FedRamp Security requirements for the federal government. All systems are in compliance with FISMA, NIST, and FIPS Cybersecurity requirements, with a full time security officer assigned. Staff

assignments are fully vetted, available for government review and acceptance. Staff is trained on full PII, PHI, and PCI compliance.

In addition, our SmartClaims Program includes a very robust [FRAUD, WASTE, AND ABUSE SERVICE](#) supported by our award-winning Rule 14 Fraud and Abuse System and latest modeling/statistical analysis services staffed by highly professional statisticians.

Our Systems Solution is a cloud-based, generational workers compensation software, with a highly productive mailroom operations. The solution is capable of receiving any type of claim, bill, or supporting document electronically or through the mail/courier services. Additionally, the system is designed to manage and process urgent or expedited claims or billings. Providers and Claimants will be able to submit requests to our call center seeking status or any additional questions. Our web portal for the program is designed to provide additional information, news, receive requests, and submit claims, bills, and supporting documents through the EDI application. Processing bills are based on the government entity's business rules or pre-designated treatment suites. Updates, modifications, or mandates to the Program can be easily implemented and tested prior to going into service.

The Program's interface capabilities are extraordinary. We can tie into several federal programs (i.e. HHS Provider network, CMS databases, POS Pharmacies, etc.) to verify status and history for providers. The Program will provide output to the proper government entity to authorize payment, along with full capabilities to fully process bills, 3<sup>rd</sup> party liabilities, all edits/audits, claimant/provider eligibility, authorizations, appeals, pricing, POS Pharmacy bills, resolutions, return letters to claimants, providers, and other submitting government entities, RVs/EFT and 1099s, and adjustment processing. Additionally, we have a full Print and Mail Service for the statements, reports, return letters, provider enrollments packages, IDs, and newsletters.

The Program includes locating a SmartClaims Operations Center within close proximity to perform all mailroom and processing services. The Operation center is managed by our SmartClaims Program Management Team and staffed locally for the service-level positions. Since our Program is a cloud-based solution, we manage and support the systems at our data center in Dallas, Texas, while on site IT support is locally-filled.

The SmartClaims Program will be able to achieve the following for a government workers compensation operation:

- Flexible integration to existing program or full replacement Solution;
- Operational efficiency rates are typically improved by 30% to 60%;
- Substantial cost reductions – from 25% to 50%;
- Improved customer satisfaction rates of 25%;
- Implementation timeframe of 6 months or less;
- Implement program changes in less than 60 days;
- Quality Improvement rates of 99.5%+ accuracy; and
- Provide employment to the local area.

The following is the SmartClaims Program's systems architecture: