

# Paper Claims to EDI Conversion Service

(888) 201-5886

*Paper to Electronic Data INTELLIGENCE*

## Who is Tesia-PCI?

Tesia-PCI is a proven service provider offering cost-effective solutions for all data forms and electronic data interchange (EDI) transactions. We provide powerful and efficient front-end tools, systems or processes for converting paper to EDI, storing and retrieving images using a dynamic document imaging system, and processing EDI transactions. Built upon a robust platform, Tesia-PCI can quickly and easily capture, process and transmit information-based transactions via our EDI gateway. In addition to the HIPAA compliance advantages, our all-Payor gateway provides for the secure and reliable exchange of data to Payors, providers and third-party processors of healthcare transactions. Additionally, by combining the services of our business partners, we are able to offer our clients much more for much less.

Our goal is to reduce burdensome administrative costs and to improve the quality of care delivery by offering technology and services that create and support efficient healthcare data exchanges and interactions. In today's environment, where a changing business culture and governmental factors drive your strategic decisions, Tesia-PCI offers practical outsourcing services for data capture, document management, EDI and cost containment.

Our unparalleled commitment to customer satisfaction ensures that you become productive quickly and can react to the requirements of your dynamic marketplace with speed, accuracy and confidence.

## The Service

Tesia-PCI offers a valuable document management service to assist in eliminating the burden of processing paper forms while retaining the highest standards for EDI. Tesia-PCI offers complete mailroom, scanning, optical character recognition (OCR), image storage and retrieval, and paper-to-EDI conversion services, along with enhanced EDI capabilities which include increased first pass rates, Payor specific edits, auto-adjudication, repricing and more!

## The Process

Converting paper claims (dental / medical / institutional) to EDI entails a multitude of facets, which can be offered independently or in combination. Contact Tesia-PCI today to find out how your firm can benefit from these enhanced services.

◆ Mailroom	◆ X-Ray / Image Hosting
◆ Scanning / Imaging	◆ Pre- and Auto-Adjudication
◆ Optical Storage & Retrieval	◆ Retrieval via LAN / Internet
◆ Conversion to EDI	◆ Shredding & Storage
◆ Verify / Index	◆ Delivery in most formats

## Paper Claims to EDI

- ◆ Reduces administrative costs and improves the bottom line
- ◆ Creates a single pipeline for paper and EDI
- ◆ Eliminates the burden of paper claims without shipping files or data overseas
- ◆ Complies with HIPAA EDI and security guidelines
- ◆ Becomes the single source pipeline for outsourcing services and enabling technologies
- ◆ Reduces claim turnaround times and improves service levels
- ◆ Permits predictability of costs
- ◆ Reduces capital outlay required for in-house solutions
- ◆ Frees critical resources to focus on your core business

◆ **Guaranteed 99.5% Accuracy**  
Current Actual Rating 99.87%

◆ **Guaranteed 48-Hour Turnaround Performance**  
Current Turnaround 12-24 Hours

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Tesia-PCI Corp

**Don't EDI....PCI™**

National Dental EDI Council  
**NDEDIC**



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## Forms Processing System

The OCR process involves three (3) primary steps: scanning, extracting and verifying. After the documents are prepared and sorted, they are fed through a scanner with a red-drop-out bulb. The scanner will imprint a document control number, typically the date followed by a sequential number, on each page as it passes through the scanner. This imprinting function eliminates the need to manually date stamp each document.

Forms are scanned in batch mode into “form families.” Form families are used to segregate different document types, such as HCFA-1500 (CMS), UB92 or Dental (ADA) standard or non-standard, so that the forms processing system identifies which data extraction template to use. Scanning can occur at either the client site or at our Tesia-PCI offices. If performed at the client site, the scanned images are sent via encrypted file transfer protocol (FTP) process to Tesia-PCI, where they are loaded for processing.

## Optical Recognition Capture

Once forms are scanned or loaded, they are routed to an optical character recognition (OCR) engine for data extraction. The OCR engine reads each field off of the form as specified by a master template. The template defines which fields will be captured and specifies certain rules and table links for each field. After the forms pass through the OCR stage, the images are sent to a verification or key from image queue.

## Verification

During verification, a verify operator is presented with an image of the claim field above the data that the OCR engine produced. The operator's task is to compare the image to the data, and ensure the data is accurate. Fields are presented to the operator if one of the following conditions occurs:

- The field contains a questionable character. OCR engine highlights characters as questionable when value is unclear.
- The captured data violates a rule defined in the master template. For example, if ten characters are read from the Insured ID field, the field will be shown to the verifier with the message “data cannot exceed nine characters.”
- The equation editor does not balance. If the sum of the line charges does not equal the total charges, the operator will be instructed to resolve the difference.
- The field value does not match a table value. All codes present on the form (e.g. CPT, place of service, diagnosis code, etc.) are linked to table. If the OCR engine reads a code that is not present in table, the field is highlighted to the verifier.
- The field is a “sight verification field.” Sight verification fields are presented to the operator on every form even if none of the above criteria are met. All critical fields are designated as sight verification fields as an extra step to ensure accuracy.

When presented with one of these situations, the operator corrects the data in accordance with the client's business rules. After the verification process is complete, a data record is produced. The format of this data record is defined in the master template and is mapped to the client's specifications.

## Indexing

Indexing occurs as the data is extracted from the form. All form indexes are client determined and are defined by the master template. Any number of indexes and sub-indexes can be defined and may include (but are not limited to) the following: 1.) All form data; 2.) Scan date and time; 3.) Batch and image number. After the forms are indexed, the images are imported into a document management system.

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## Delivery Format

Data format for delivery of claims is at the client's discretion — ANSI X12, NSF, Proprietary, other — Tesia-PCI can deliver data in any format, using multiple types of encryption, at varying frequencies.

## Performance & Accuracy

Tesia-PCI guarantees that the data produced by the OCR/Verification process will meet or exceed a ninety-nine and one-half percent (99.5%) accuracy level for standard claims and a ninety-nine percent (99%) accuracy level for non-standard claims each month.

## Pricing

**Mail Room** Clients can route mail to a Tesia-PCI P.O. Box and rid themselves of mailroom opening and sorting headaches.

**Document Imaging** Clients can send their forms to Tesia-PCI for scanning, or let Tesia-PCI install a scanner on-site through one of our partners so you can maintain control of your documents.

**Data Capture** Tesia-PCI uses state-of-the-art OCR technology to efficiently and accurately capture the data in accordance with client specifications.

**Indexing** All documents can be indexed and made available for on-line retrieval.

**Claims Repair Shop** Tesia-PCI can return unclean claims directly to the providers to lower the client's exception handling requirements and increase their auto-adjudication rates for both Paper and EDI submissions. Clients define the criteria for which claims are returned to the providers and Tesia-PCI filters those claims from the clean claims, then distributes them back to the providers via mail or electronically.