

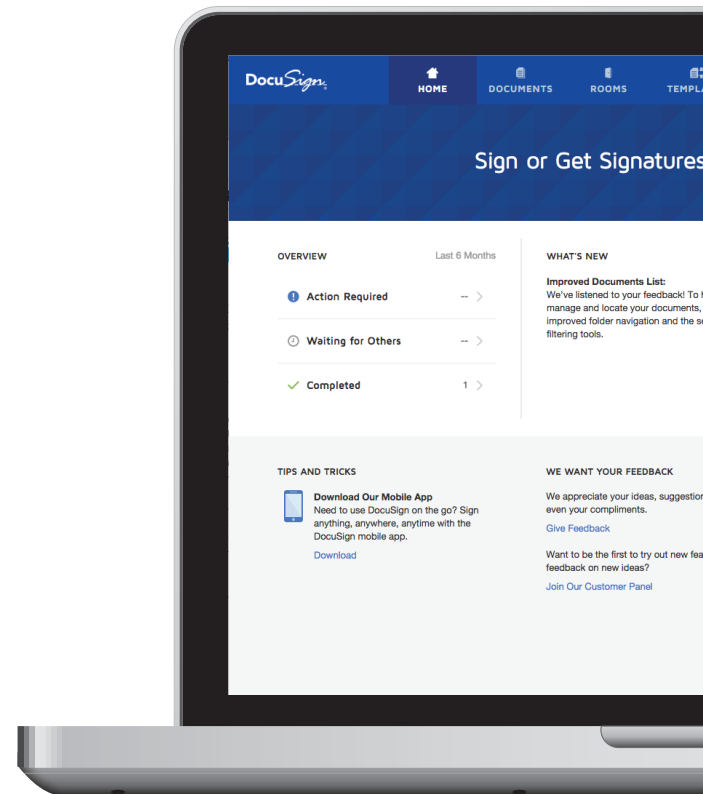
DocuSign Electronic Signatures Cure Medical Claims Headaches

Faster reimbursement and regulatory compliance

Background

Physician groups and other healthcare providers rely on business service providers to accelerate medical claims processing, personalize patient communications, and simplify document workflow. To succeed as a service provider in this market, these third party suppliers must deliver better tools and services than medical offices' in-house systems.

Providing quick turnaround time on medical claims is a crucial element to service providers' success, as efficient claims processing means that physician practices receive timely reimbursement for their services. In addition, business service firms must stay abreast of regulations and IT trends to remain at the forefront of service delivery in the evolving and highly regulated healthcare industry.



Top Benefits Achieved

- ✓ Faster medical reimbursements
- ✓ Seamless integration with existing applications
- ✓ Compliance with strict healthcare industry regulations

Challenge

To elevate their national leadership position and attract more physicians and medical clinics to use their services, one business service firm determined that they needed to simplify workflows to improve turnaround time for processing medical claims. To do so, they decided to adopt digital medical forms, thus differentiating their business through the speed and security of fully digital claims processing. The solution they sought needed to meet a few key requirements:

- Support for all existing filetypes including Word and PDF documents
- Easy to implement and manage
- Compliance with HIPAA, ACA and other regulations regarding data security



Solution

To meet its requirement, the company selected the DocuSign Signature Appliance (formerly CoSign Central).

The Signature Appliance, the most trusted on-premises signing solution for regulated industries and markets, was easy to implement, learn and use. It was already compliant with US healthcare regulations and guaranteed the authenticity of business transactions. Furthermore, DocuSign Digital Signature Appliance supported all of the filetypes that the company used for its medical forms and client communications.

Results

Moving from handwritten to electronic signatures, the company significantly reduced costs by eliminating paper and printing. DocuSign Digital Signature Appliance generated immediate ROI while allowing the company to rapidly increase claims processing speed, thus delighting customers and improving the company's competitive differentiation and ability to attract new clients.

Without a large IT department, the company enjoys zero management overhead for the electronic signature infrastructure, integrating the Signature Appliance with their existing user-management application, Microsoft Active Directory.

The Signature Appliance also integrates with a large number of other applications used to create and view transactions – including Microsoft Office, Microsoft, Outlook and PDF tools – providing a turn-key solution for companies' data authentication needs.



DocuSign Digital Signature Appliance has answered our requirements for easy deployment. Deployment with DocuSign Digital Signature Appliance has been immediate and the product entered production in a matter of days."

- Lead Information Systems Manager



About DocuSign

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