

Mailroom Management

Our mailroom services offer real time inventory and workflow tracking to ensure efficient, accurate, and timely process management. Our proprietary Mailroom Accountability and Control System (MACS) is the foundation for these services.

At a high level, MACS provides:

1. Dashboard tracking of all mailroom activities, including process alerts
2. Accountability and performance monitoring for all human processes
3. Automation of routine management functions

Mail Sort Capabilities

You can designate any mailroom sort for us to process. We currently conduct over 170 claim sorts for certain clients. Often, we can automate the sorts on the back end through data-based sorts. Mailroom employees do not leave for the day until production is complete.

Our mailroom can also process “white-mail” (other documents received at the P.O. Box, such as doctor’s notes and correspondence). White-mail can be sorted by our staff prior to return or scan according to client direction. Clients can set up work queues for client personnel to enter the system and process the white-mail accordingly.

Custom Document Processing & Associated Workflow

Our custom interfaces enable data capture for any form. Our scanner control software even enables categorization and scanning of non-standard forms. As custom forms usually require a unique workflow, we provide tools like indexing, hitching to a claim, routing to queues, reject processing, form pending, automated fax receipt, and more.

Our workflow systems include user productivity and quality reports, as well as administrative functions like adding and deleting users.

Mailroom Services

- Mail receipt
- Document preparation
- Scanning
- Automated document control number assignment
- Imprinting
- Bates stamping
- Integrated quality control
- Backlit X-Ray scanning
- Reject processing
- Reject categorization and associated work queues
- Routing of misdirected white-mail
- Eligibility and claim form return
- Automated cover letter generation
- Automated sort and aggregation
- HIPAA-compliant document destruction

Accepted Form Types

- Medical claims
- Dental claims
- Rx claims
- Non-Standard claims
- Secondary claims (EOB/EOMB)
- FSA reimbursements
- Roster billing
- Enrollment applications