infopreserve™

Intelligent Document Management

Customer Profile: Medical Resources Management

MRM realizes a return on investment from InfoPreserve's solution in less than one month

What Are the Key Pain Points in MRM's Business?

Medical Resources Management (MRM) specializes in medical billing and practice management to provide streamlined insurance claim processing and provider reimbursement solutions. Jason Rosenberg, President of MRM, had been searching for years for a solution that would allow them to take all of the documents from clients along with their own internal documents and direct them to the right department. They could not find a solution that would allow the entire organization to search, find, and access the documents as needed. MRM pride themselves on quickly and efficiently processing claims and reconciling reimbursements for their customers so any solution that allows them to streamline or speed up that process is invaluable.

Before and After Moving to the InfoPreserve Cloud

Before moving to the InfoPreserve Cloud, incoming EOB (explanation of benefits), claim forms, billing statements, payment checks, and related forms were individually scanned and manually reviewed to direct them for processing and reconciliation. When a customer would contact MRM requesting information, the request was emailed and routed to the person who initially worked on it.

Through the use of InfoPreserve's Watched Folders, all incoming information is scanned to a folder on MRM's server and then automatically uploaded to InfoPreserve's Cloud making the information immediately available to all of MRM's claims processing staff. Using InfoPreserve's advanced search capabilities and ability to search the content of all documents, allows MRM to instantly find specific data in large multipage documents. If a customer calls or emails, any MRM staff member to immediately respond to the customer's request in seconds.

Was It Hard to Move to the InfoPreserve Cloud?

When asked about the implementation process, Jason stated, "No additional equipment or software was required. We were up and running in 15 minutes directly routing all our information to the InfoPreserve Cloud. This resulted in all active information currently being used by MRM automatically being uploaded. Optical character recognition (OCR) was rendered on all scanned documents and the content of any digital documents was extracted making this information immediately searchable by all of MRM's staff. On a daily basis, any new information received (e.g.-EOB forms, checks, payment stubs,

etc.) is quickly bulked scanned adding them to the existing information making it all immediately searchable by any of MRM's staff.

After implementing the solution for their live information, MRM next moved all of their legacy data and credentialing information archived on a network drive in the cloud to the InfoPreserve Cloud. Again, Jason indicated setting this up took less than 15 minutes and now all legacy data is also instantly searchable in the InfoPreserve Cloud.

Next Jason plans to move all of his company information, such as HR records and financial records into the InfoPreserve Cloud as well, except this time only the senior management, HR, and finance staff will have access to this information.

Jason has told InfoPreserve that whenever he sees another business with a need to secure, manage, share, and find their documents he recommends they talk to InfoPreserve.

Has MRI Realized a Return on Investment?

Jason tells InfoPreserve that the solution has exceeded his expectations. Since his business is based on how quickly and efficiently his staff can process claims and reimbursements, InfoPreserve's solution has allowed them to work more efficiently in many ways. Areas where MRM has realized an immediate ROI are:

- Greatly reducing the time behind the scanner because everything can quickly be bulk scanned. This is saving MRM 30-60 minutes per day!
- Allow any staff member to immediately find the information required based on its content.
- Allow any staff member to immediately respond to customer requests because all staff members have access to the content.

In the first month, the time savings from the scanning along has generated a positive ROI for MRM. Jason acknowledges that eventually MRM will provide their clients and vendors direct access to allow them to manage their own documents via the InfoPreserve Cloud - a value-added service for which MRM will be able to charge.

About InfoPreserve:

InfoPreserve is a simple and easy to use Cloud content and records management solution that automatically makes a company's documents, business emails, and scanned records instantly shareable and searchable across the enterprise. Our secure, privacy-controlled repository finally gives companies control of their digital information. Our solution set enables file sharing and collaboration coupled with archiving and preservation wrapped around feature rich controls and reporting designed for businesses. We provide a scalable and affordable content management solution on a subscription basis as an alternative to using shared network drives, ftp tools, and paper storage. With no software to install or hardware to buy, you are up and running within a couple hours providing your business with a quick ROI. To sign up for a free trial go to http://www.infopreserve.com/contact/ and enter "FREE TRIAL" in the subject line.