SIMPLE.
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RMMI
Digital Document Solutions

Western Guaranty Fund Services Processes Claim Forms Electronically with PaperVision® Enterprise from RMMI

Western Guaranty Fund Services realized the following results by choosing RMMI for their digital document solutions:

- Improved efficiency by more than 500 hours, a savings of $64,000 annually

- Saved $20,650 in mailing and shipping costs

- Expects to save $80,000 in payroll expenses due to productivity gains

- Implemented an electronic claims processing system, enabling the company to work with paperless insurance companies

- Reduced paper storage and cleared office space for future growth

CASE STUDY FACTS

Client: Western Guaranty Fund Services

Problem: Needed a way to receive, process, and manage new claim files electronically.

Solution: PaperVision Enterprise, PaperVision® Enterprise WorkFlow, and PaperVision® Capture

"When I compare our business before and after, there's a big difference. We used to have many boxes of claim file documents in the office but not anymore. Things are clean, and our business processes run smoothly. We don't have to worry about lost documents anymore, and we're ready for the next electronic claim load."

Ed Volk, Manager of IT

Western Guaranty Fund Services (WGFS) is an insurance guaranty organization that processes claims from insolvent insurance companies and protects policyholders by paying claims. WGFS' document-driven business is focused on efficiently handling workers' compensation medical bills, insurance claims correspondence, and legal records. With industry trends moving toward paperless systems, WGFS managers knew it was a matter of time before they would be required to process electronic claim documents.

WGFS manages and pays claims for six property and casualty insurance guaranty associations across the United States. While processing claims, WGFS receives thousands of claim documents in a matter of weeks. A single claim file could include up to seven boxes of documents dating back 25 years or more. As a result, storage was an issue. The file room was covered with wall-to-wall filing cabinets and new files were sometimes stored in staff offices.

WGFS also had to ensure they had sufficient staff to efficiently manage newly acquired claims. "We must process new claims paperwork immediately, because insurance claimants, especially those on permanent disability, can't afford to miss their checks," said Ed Volk, manager of IT. In times of high insolvencies, the staff grew to as many as 30 people and payroll skyrocketed. Sharing information was a burden, too. If an attorney or nurse case manager needed a copy of a claim file, an employee lost about four hours of photocopying as many as 15,000 pages.

The high cost of their paper-based system and the growing trend of electronic documents compelled WGFS to find a solution. WGFS found that PaperVision from RMMI excelled as an Enterprise Content Management (ECM) solution. "We chose it because it could be used in any department, and it didn't require too much of our IT resources or support from the manufacturer," said Ed Volk, Manager of IT.

WGFS hired RMMI to help them transfer all active paper-based claim files to electronic documents. RMMI scanned over 1.9 million images and incoming documents are now scanned and indexed by WGFS staff using PaperVision Capture.

Claim and bill processing, a relatively complicated process, is now fast and simple with PaperVision Enterprise WorkFlow (WorkFlow) from RMMI. WGFS uses WorkFlow to guarantee accuracy, to accelerate bill approvals, to manage bill repricing, and to ensure all correspondence has been reviewed. With all the productivity gains, WGFS can do more work with fewer people. In the future, when WGFS takes on a large insolvency, they will handle the workload with a smaller staff, creating a potential payroll savings of $80,000 annually.

WGFS also expects savings to continue as they roll out the system to their accounting department and others. "We're taking a phased approach to this. Eventually every department will manage their documents electronically," said Volk. "A key component moving forward is that we don't have to call RMMI to keep expanding the system. It's scalable, so it's easy to add new users and projects ourselves. PaperVision Enterprise is a major contributor to our disaster recovery plans as well."

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About RMMI

RMMI is a full-service digital document solutions provider based in Denver, Colorado. We provide simple, sensible, and secure solutions that dramatically improve the digital document management experience for government agencies, businesses, and nonprofit organizations throughout Colorado and surrounding states.

To learn more about RMMI, call 303.427.0625 or visit www.rmm-i.com.