

Electronic Document Management System (EDMS)

Introduction to EDMS

Medicaid Information Technology System (MITS)

HP Enterprise Services



Medicaid Information
Technology System



EDMS Catalog of Courses

Business Courses

Introduction to EDMS

Document Preparation, Scanning, and Manual IQC

Correction Processing – Completion: NEW

Quality Assurance – Completion: VERIFY

FileNet One Step Workflow

COLD Reports

Technical Courses

Orientation to FileNet System Administration

Orientation to Captiva System Administration



EDMS – Partial Glossary of Terms

| Term | Definition |
|-----------------------|--|
| COLD Reports | Electronically stored business reports; stored in EDMS instead of being automatically printed |
| OCR | Optical Character Recognition, whereby software ‘reads’ data from a scanned image |
| KFI | Key From Image – the process where a person reads a just-scanned image and keys in data from it |
| ‘Clean’ Claims | Inbound claims with no attachments |
| Letter Generator (LG) | A subsystem within MITS that generates and mails out letters, using predefined formats |
| Coversheet | EDMS’ predefined sheet that must precede certain documents to be scanned, for identifying the document and its index/key value |
| Workflow | An automated feature whereby manual work is initiated as triggered by an event or by a document being stored |
| | |



Electronic Document Management System

Course Objectives

1. Define EDMS' role as the central document repository for MITS, and explain how EDMS supports the mission of MITS
2. Explain the types of documents EDMS accepts and how EDMS receives them for scanning and validation, upload, and storage
3. Illustrate how the end user will access the documents and images that are stored within EDMS



Electronic Document Management System

What is EDMS?

- EDMS is OHP's central document repository (*file cabinet*) for provider and/or recipient related documentation
- EDMS is a technical process that allows paper documents to be captured and stored as electronic images, for online viewing by the business user
- Document capture is done in part via a scanning process, which may include optical character recognition (OCR)
- OCR replaces the need for 'heads down' data entry



What Does EDMS Store?

1. Images and index data from documents that are scanned:
 - a) Claims (only those with attachments)
 - b) Claims Adjustments (6766, 6767, 6768)
 - c) Proprietary forms (9400, 9401, 9402, 9405)
 - d) Supporting Documents for Claims
 - e) Paper attachments sent by the Provider to support:
 - Claims
 - Provider Enrollments (PE)
 - Prior Authorizations (PA)

*manually keyed
into the Web Portal
by the Provider.*



What Does EDMS Store? *(continued)*

2. Provider enrollment (PE) attachments and prior authorization (PA) attachments that were uploaded by providers on the Web Portal and stored directly into EDMS *(i.e. did not need to be scanned)*
3. COLD Reports that are created by the InterChange applications
4. Outbound letters and forms generated by MITS and/or the Business User, via the Letter Generator process . . .



What Does EDMS Store? *(continued)*



Letter Generator, or LG, is the automated MITS process that creates and mails out letters to providers, recipients and third parties, on behalf of various MITS business applications which invoke the Letter Generator for this specific purpose.

Note: Scanning of other documents, and other EDMS features such as Doc Upload, will be enabled after MITS Go-Live based on a timeframe established by the State

Document Storage

Q: What Can Be Stored in EDMS?

A: Documents will be stored in these formats, as of Go Live:



After Go Live, other file formats will be added:

PNG, XML, MPP, PUB, HTM

Documents can be viewed via interChange application panels and COLD report search panels.



- GIF
- JPG
- TXT
- TIFF
- PPT
- PDF
- TIF
- DOC
- RTF
- BMP
- XLS



Overall Process Flow

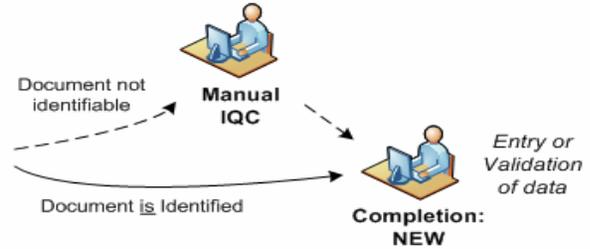
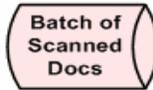


4 Sources of Incoming Documents :

EDMS: Inbound Document Processing as of Go Live

1 PAPER MAIL

- * Claims w/ attachments
- * Claims Supporting docs.
- * Claim Adjustments (6766,7,8)
- * PE & PA Attachments
- * Proprietary (9400,01,02,05)



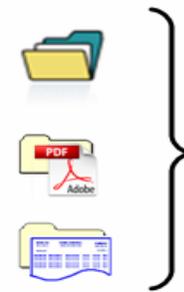
2 WEB PORTAL



3 LETTER GENERATOR



4 COLD REPORTS



FileNet



COLD Report Search + Workflow



interChange :
Claims images + Attachments + Letter Generator docs



RetroDUR related images
- sent to Letter Generator



to Workflow

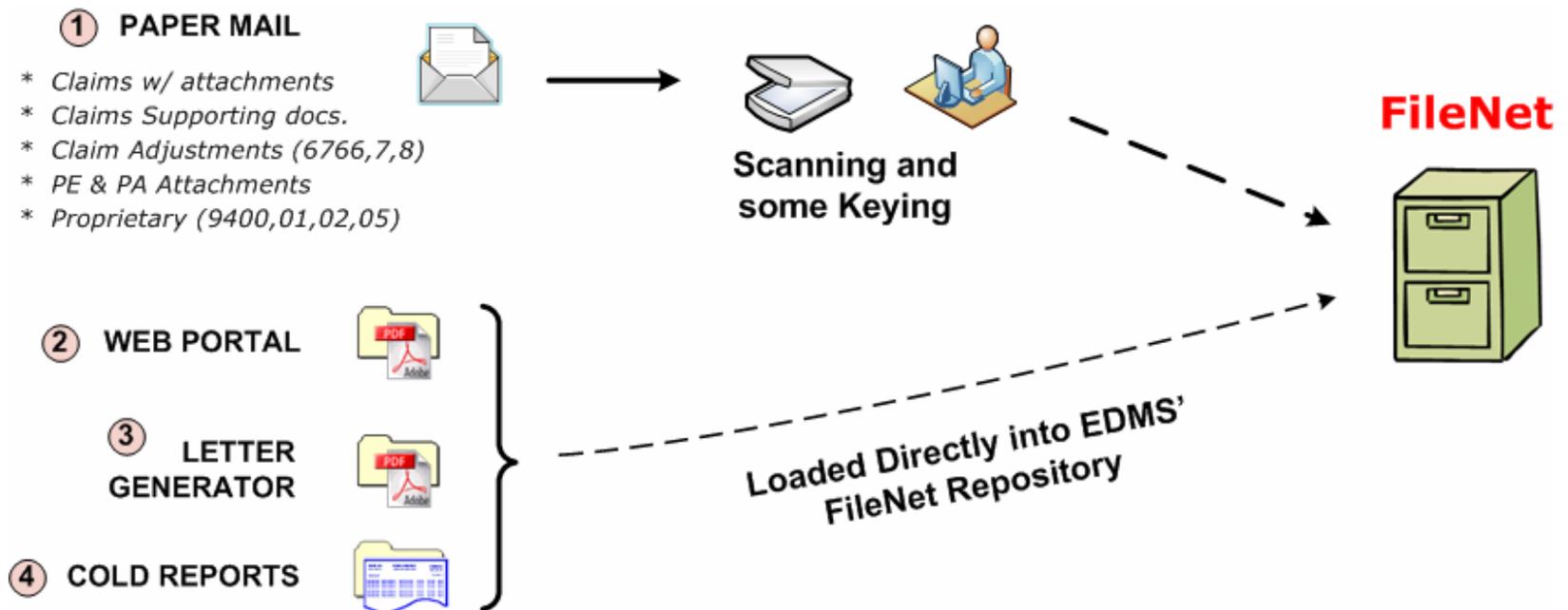


Claims data - to interChange



Sources of Inbound Documents

With Go-Live, documents received via US Mail will be scanned, and other documents (Portal, Letter Generator, and COLD Reports) will be directly loaded



Sources of Inbound Documents

1 PAPER MAIL

With Go-Live, these types of documents will be scanned within OHP:

1. Claims (only those with attachments)
2. Claims Adjustments (6766, 6767, 6768)
3. Proprietary forms (9400, 9401, 9402, 9405)
4. Supporting Documents for Claims
5. Paper attachments sent by the Provider to support Claims, Provider Enrollments (PE), and Prior Authorizations (PA) that were uploaded via Portal



Sources of Inbound Documents

1 PAPER MAIL (continued)

If EDMS is only scanning claims with attachments, how will 'clean' claims (with no attachments) get into the system?

- OHP's current vendor, Possitivity, will scan all claims with no attachments and send that information to JFS
- Claim information from those clean claims will be accessed in interChange
- Images from those clean claims will be accessible in JFS' existing CISS system

Sources of Inbound Documents

2 WEB PORTAL

The Web Portal will allow providers to upload the following information directly into interChange:

- ✓ Claims
- ✓ Prior Authorizations
- ✓ Provider Enrollments

Electronic Attachments for any of the above may be uploaded via the Portal as well.

Images of the uploaded attachments will be accessed using EDMS' Image Viewer.



Sources of Inbound Documents

3 LETTER GENERATOR (LG)

The Letter Generator function is utilized by many areas of MITS. It will route copies of all outbound documents to EDMS, to be stored, including:

- Letters
- Forms
- Any LG generated letters or documents from any MITS subsystem

Sources of Inbound Documents

4 COLD REPORTS

“Computer Output
to Laser Disc”

COLD Reports are business reports generated by the MITS application that have been designated for loading into EDMS, as opposed to being printed automatically or being routed elsewhere:

- COLD Reports can be either Standard operating reports, or Remittance Advice (RA) reports
- They are loaded as text files into EDMS, and are viewable via Search Panels in MITS

EDMS Components

1. Data Capture

- a) Scanning (Captiva)
- b) Web Portal
- c) Letter Generator (LG)
- d) COLD Reports

2. Data Storage: FileNet

3. Accessing EDMS Documents

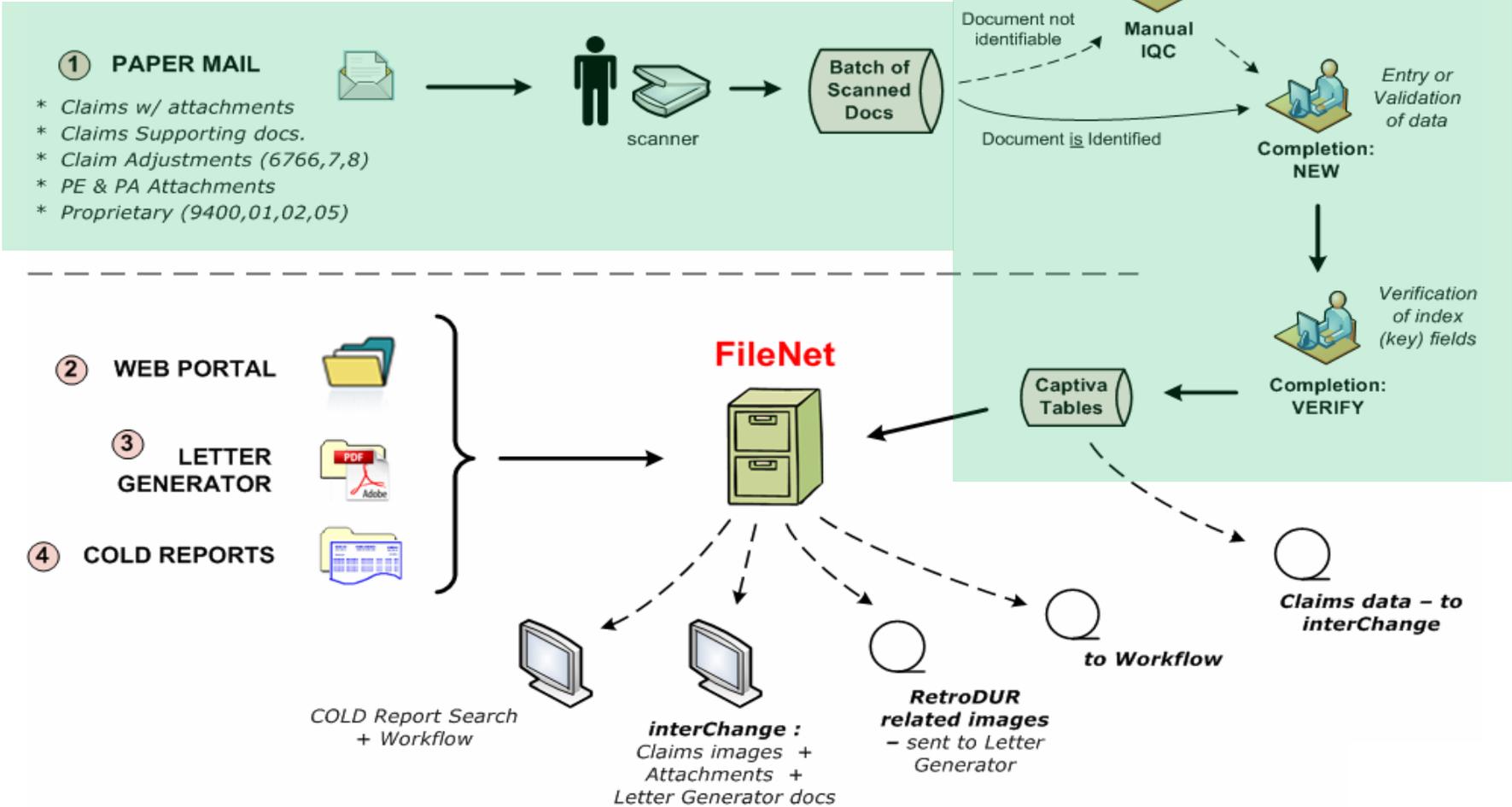


Scanning Process Flow



4 Sources of Incoming Documents :

EDMS: Inbound Document Processing as of Go Live



Data Capture: *Scanning*

1. Overview of the Scanning Process

- a. OHP Mailroom personnel will sort and batch all inbound paper documents, which are then scanned
- b. “Captiva” software creates images of all scanned documents
 - Optical Character Recognition (OCR) reads the key information off the **red claim forms** - Captiva is programmed to read this information
 - For black forms, data entry (Key From Image, or KFI) will capture key information



Data Capture: *Scanning*

1. Overview of the Scanning Process

- c. “Manual IQC” personnel will analyze and deal with any unrecognizable documents
- d. Completion New and Completion Verify operators will re-key some information, to correct critical scanning misinterpretations and for verification
- e. Images of scanned documents and the keys/indexes for each are then saved in EDMS’ *FileNet data repository*, and are immediately accessible



Data Capture: Scanning

Examples of **RED** and **BLACK** claim forms

1500

HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE 08/05

| | | | |
|---|---|---|--|
| <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> PICA | | | |
| 1. MEDICARE <input type="checkbox"/> (Medicare #) | MEDICAID <input type="checkbox"/> (Medicaid #) | TRICARE CHAMPUS <input type="checkbox"/> (Sponsor's SSN) | CHAMPVA <input type="checkbox"/> (Member ID#) |
| 2. PATIENT'S NAME (Last Name, First Name, Middle Initial) | | 3. PATIENT'S BIRTH DATE MM DD YY | SEX M <input type="checkbox"/> F <input type="checkbox"/> |
| 5. PATIENT'S ADDRESS (No., Street) | | 6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/> | |
| CITY | STATE | 8. PATIENT STATUS Single <input type="checkbox"/> Married <input type="checkbox"/> Other <input type="checkbox"/> | |
| ZIP CODE | TELEPHONE (Include Area Code) () | 9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) | |
| 9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) | | 10. IS PATIENT'S CONDITION RELATED TO: | |
| a. OTHER INSURED'S POLICY OR GROUP NUMBER | | a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| b. OTHER INSURED'S DATE OF BIRTH MM DD YY | | b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| c. EMPLOYER'S NAME OR SCHOOL NAME | | c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| d. INSURANCE PLAN NAME OR PROGRAM NAME | | 10d. RESERVED FOR LOCAL USE | |
| 12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. | | 13. INSURED'S (payment of m services desc | |
| SIGNED _____ DATE _____ | | SIGNED _____ | |
| 14. DATE OF CURRENT ILLNESS (First symptom) OR INJURY (Accident) OR PREGNANCY(LMP) | MM DD YY | 15. IF PATIENT HAS HAD SAME OR SIMILAR ILLNESS. GIVE FIRST DATE | MM DD YY |
| 17. NAME OF REFERRING PROVIDER OR OTHER SOURCE | | 17a. _____ | 18. HOSPITALIZ _____ |

ADA Dental Claim Form

| | | | | | |
|--|---|--|----------------------------------|-------------------|--------------------|
| HEADER INFORMATION | | | | | |
| 1. Type of Transaction (Mark all applicable boxes) <input type="checkbox"/> Statement of Actual Services <input type="checkbox"/> Request for Predetermination/Preauthorization <input type="checkbox"/> EPSDT/Title XIX | | | | | |
| 2. Predetermination/Preauthorization Number | | | | | |
| INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION | | | | | |
| 3. Company/Plan Name, Address, City, State, Zip Code | | | | | |
| OTHER COVERAGE | | | | | |
| 4. Other Dental or Medical Coverage? <input type="checkbox"/> No (Skip 5-11) <input type="checkbox"/> Yes (Complete 5-11) | | | | | |
| 5. Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix) | | | | | |
| 6. Date of Birth (MM/DD/CCYY) | 7. Gender <input type="checkbox"/> M <input type="checkbox"/> F | 8. Policyholder/Subscriber ID (SSN or ID#) | | | |
| 9. Plan/Group Number | 10. Patient's Relationship to Person Named in #5 <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Dependent <input type="checkbox"/> Other | | | | |
| 11. Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip Code | | | | | |
| RECORD OF SERVICES PROVIDED | | | | | |
| 24. Procedure Date (MM/DD/CCYY) | 25. Area of Oral Cavity | 26. Tooth System | 27. Tooth Number(s) or Letter(s) | 28. Tooth Surface | 29. Procedure Code |



Data Capture: *Scanning*

1. **Claims** will be scanned at Go-Live:

- a) **CMS 1500 – Health Insurance Claim form**
- b) **UB04 – Institutional Claims form**
- c) **ADA2006 – Dental Claim form**

Again, the above Claims forms will have Attachments (only 'unclean' Claims will be scanned as of Go-Live).

Examples of attachments:

- ✓ **COB and/or OI (Other Insurance) forms – replacing Medicaid form 6780**
- ✓ 6653 forms (for claims > 365 days old)
- ✓ HAS forms, or any other documents that may accompany a Claim



Data Capture: *Scanning*

2. **Claim Adjustments** will be scanned at Go-Live:

- 6766, 6767, and 6768

3. **Proprietary forms** will also be scanned:

- 9400, 9401, 9402 and 9405

4. **Attachments** from Provider entry of:

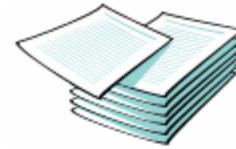
- Claims
- Provider Enrollments
- Prior Authorizations

on the Web Portal will be scanned. The Provider will be directed by the portal to mail these attachments to a special PO box.



Scanning Coversheet

Purpose



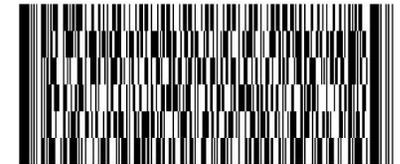
- Certain scanned documents require a pre-formatted EDMS coversheet, to help the Captiva software identify and index the document
- Captiva will capture two things from the coversheet:
 1. What type of document is being scanned
 2. What the keys or index values are – for example, the Provider ID, Recipient ID, ATN, etc., to which the document pertains

Scanning Coversheet

Purpose



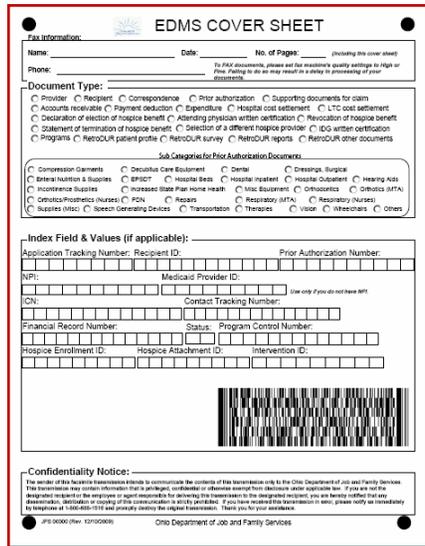
- The coversheet that accompanies the inbound documents will include a barcode
- The barcode contains all the information that Captiva needs to identify the document and its key/index
- The coversheet is scanned and stored in EDMS along with the document



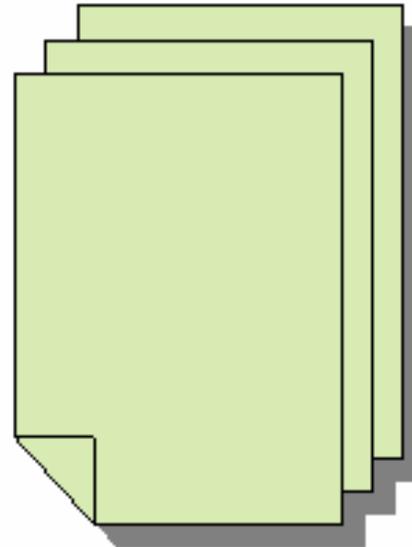
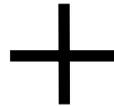
Scanning Coversheet

What documents to be scanned at *Go Live* will require an EDMS Coversheet?

- ✓ Supporting Documents for Claims
- ✓ Provider Enrollment attachments
- ✓ Prior Authorization attachments



The image shows a sample of an EDMS COVER SHEET form. The form is titled "EDMS COVER SHEET" and includes sections for "Fax Information", "Document Type", "Sub Categories for Prior Authorization Documents", "Index Field & Values (if applicable)", and "Confidentiality Notice". The "Document Type" section lists various categories such as Provider, Recipient, Correspondence, and Prior authorization. The "Sub Categories for Prior Authorization Documents" section lists specific medical services like Compression Garments, Dental, and Hearing Aids. The "Index Field & Values" section contains fields for Application Tracking Number, Recipient ID, Prior Authorization Number, NPI, Medical Provider ID, and various tracking numbers. A barcode is located at the bottom of the form.



Scanning Coversheet

Rules for Processing Claims Attachments

1. A 6653 or a HAS form that is sent in to MITS **with a claim** will be processed as it should be.
2. A 6653 or a HAS form sent in separately from the claim it is related to, such as coming in the mail with just a coversheet, will be imaged and stored as a claim attachment, but will **not be processed** as intended. The claim will be denied (6653) or suspended (HAS), as if that form never came in.
3. **These special attachment documents must be mailed to OHP/EDMS in paper form with the claim to which they belong.**



Scanning Coversheet

- How does a Provider or other outside entity get a coversheet to send in with a document?
 1. Coversheets will accompany most letters sent by MITS to providers. These are generated by the Letter Generator process, and are pre-populated with key values and barcodes.
 2. Providers who key in a Claim, Provider Enrollment, or Prior Authorization on the Web Portal are given the option to print a pre-populated coversheet, to be used to mail in a paper attachment.
 3. Internal to JFS, the coversheet will also be accessible via Forms Central.

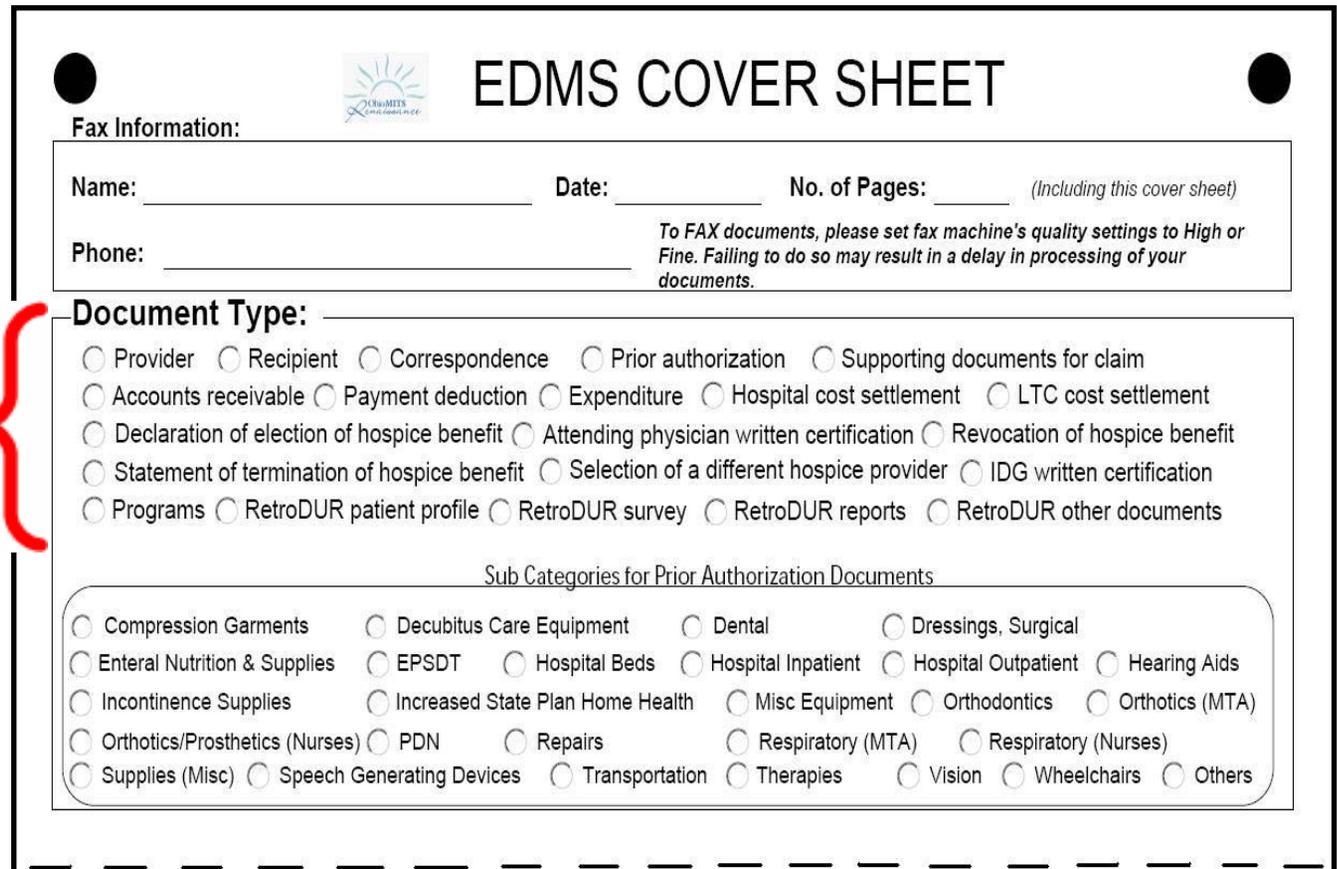


Scanning Coversheet

The top half (pictured) contains radio buttons that indicate what document type is being scanned

Only the document types shown (red bracket) can be scanned into EDMS

EDMS Coversheet (top half)



The image shows the top half of an EDMS coversheet form. It features a header with the title 'EDMS COVER SHEET' and a logo for 'U.S. AMTBS'. Below the header is a 'Fax Information' section with fields for Name, Date, No. of Pages, and Phone. A note below these fields states: 'To FAX documents, please set fax machine's quality settings to High or Fine. Failing to do so may result in a delay in processing of your documents.' The 'Document Type' section follows, with a red bracket highlighting a list of radio button options: Provider, Recipient, Correspondence, Prior authorization, Supporting documents for claim, Accounts receivable, Payment deduction, Expenditure, Hospital cost settlement, LTC cost settlement, Declaration of election of hospice benefit, Attending physician written certification, Revocation of hospice benefit, Statement of termination of hospice benefit, Selection of a different hospice provider, IDG written certification, Programs, RetroDUR patient profile, RetroDUR survey, RetroDUR reports, and RetroDUR other documents. Below this is a section for 'Sub Categories for Prior Authorization Documents' with a grid of radio button options including Compression Garments, Decubitus Care Equipment, Dental, Dressings, Surgical, Enteral Nutrition & Supplies, EPSDT, Hospital Beds, Hospital Inpatient, Hospital Outpatient, Hearing Aids, Incontinence Supplies, Increased State Plan Home Health, Misc Equipment, Orthodontics, Orthotics (MTA), Orthotics/Prosthetics (Nurses), PDN, Repairs, Respiratory (MTA), Respiratory (Nurses), Supplies (Misc), Speech Generating Devices, Transportation, Therapies, Vision, Wheelchairs, and Others.

EDMS COVER SHEET

Fax Information:

Name: _____ Date: _____ No. of Pages: _____ (Including this cover sheet)

Phone: _____

To FAX documents, please set fax machine's quality settings to High or Fine. Failing to do so may result in a delay in processing of your documents.

Document Type:

Provider Recipient Correspondence Prior authorization Supporting documents for claim

Accounts receivable Payment deduction Expenditure Hospital cost settlement LTC cost settlement

Declaration of election of hospice benefit Attending physician written certification Revocation of hospice benefit

Statement of termination of hospice benefit Selection of a different hospice provider IDG written certification

Programs RetroDUR patient profile RetroDUR survey RetroDUR reports RetroDUR other documents

Sub Categories for Prior Authorization Documents

Compression Garments Decubitus Care Equipment Dental Dressings, Surgical

Enteral Nutrition & Supplies EPSDT Hospital Beds Hospital Inpatient Hospital Outpatient Hearing Aids

Incontinence Supplies Increased State Plan Home Health Misc Equipment Orthodontics Orthotics (MTA)

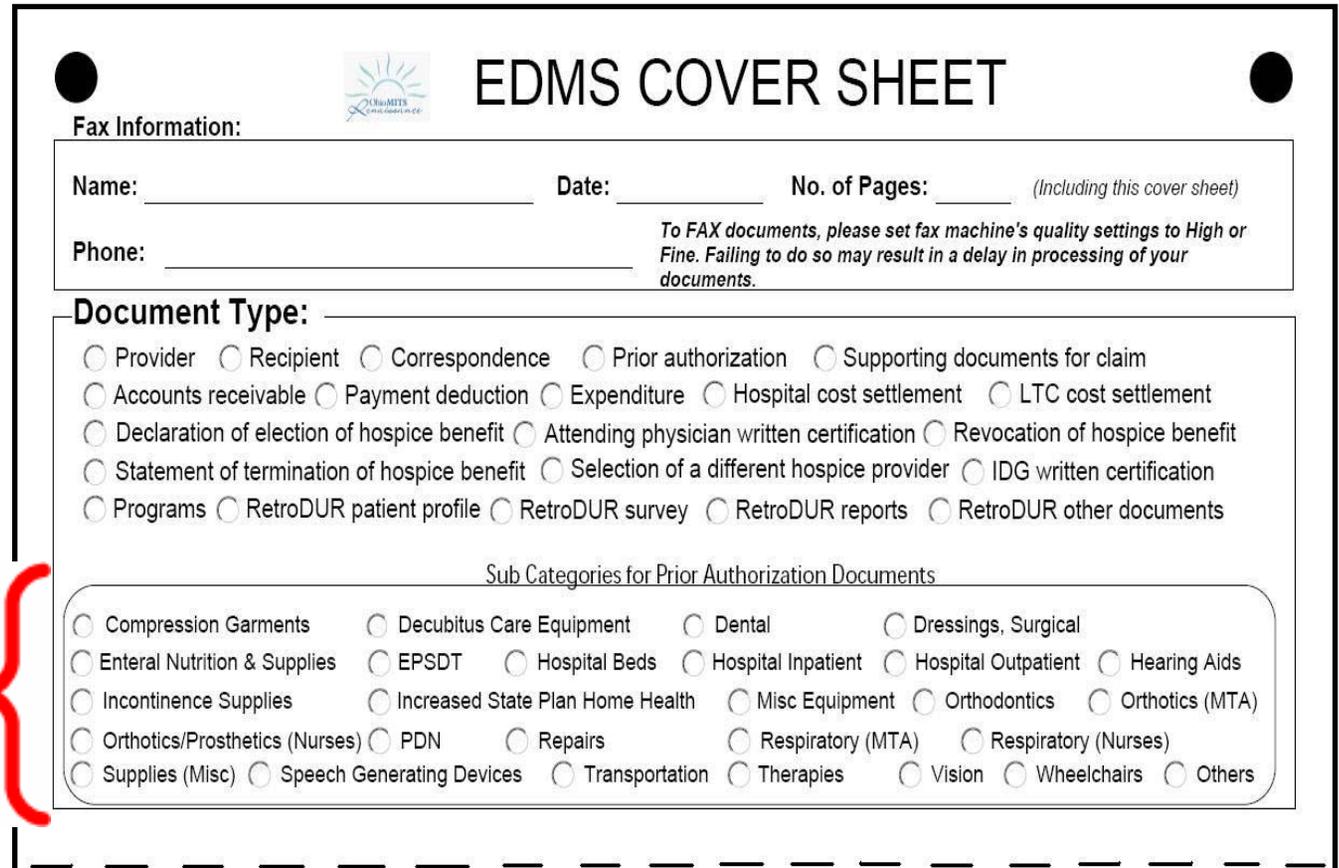
Orthotics/Prosthetics (Nurses) PDN Repairs Respiratory (MTA) Respiratory (Nurses)

Supplies (Misc) Speech Generating Devices Transportation Therapies Vision Wheelchairs Others

Scanning Coversheet

EDMS Coversheet (top half)

Prior Authorization documents have sub-categories to further define the document



The form is titled "EDMS COVER SHEET" and features the logo of the OhioMITS Center for Excellence. It is divided into several sections: "Fax Information" with fields for Name, Date, No. of Pages, and Phone; a note about fax quality settings; "Document Type" with a list of document categories; and "Sub Categories for Prior Authorization Documents" with a detailed list of sub-categories. A red bracket highlights the sub-categories section.

EDMS COVER SHEET

Fax Information:

Name: _____ Date: _____ No. of Pages: _____ (Including this cover sheet)

Phone: _____

To FAX documents, please set fax machine's quality settings to High or Fine. Failing to do so may result in a delay in processing of your documents.

Document Type: _____

Provider Recipient Correspondence Prior authorization Supporting documents for claim

Accounts receivable Payment deduction Expenditure Hospital cost settlement LTC cost settlement

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Programs RetroDUR patient profile RetroDUR survey RetroDUR reports RetroDUR other documents

Sub Categories for Prior Authorization Documents

Compression Garments Decubitus Care Equipment Dental Dressings, Surgical

Enteral Nutrition & Supplies EPSDT Hospital Beds Hospital Inpatient Hospital Outpatient Hearing Aids

Incontinence Supplies Increased State Plan Home Health Misc Equipment Orthodontics Orthotics (MTA)

Orthotics/Prosthetics (Nurses) PDN Repairs Respiratory (MTA) Respiratory (Nurses)

Supplies (Misc) Speech Generating Devices Transportation Therapies Vision Wheelchairs Others

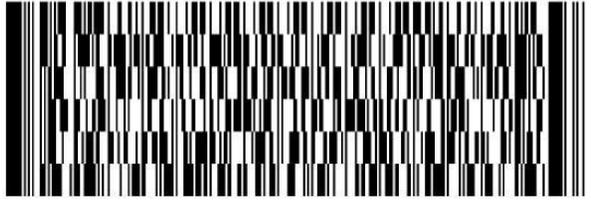
Scanning Coversheet

EDMS Coversheet (bottom half)

The bottom half of the coversheet will be populated with one or more key / index values, pertaining to the type of document being scanned

Index Field & Values (if applicable): _____

| | | |
|------------------------------|--------------------------|---|
| Application Tracking Number: | Recipient ID: | Prior Authorization Number: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| NPI: | Medicaid Provider ID: | <i>Use only if you do not have NPI.</i> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| ICN: | Contact Tracking Number: | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Financial Record Number: | Status: | Program Control Number: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Hospice Enrollment ID: | Hospice Attachment ID: | Intervention ID: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |



Confidentiality Notice: _____

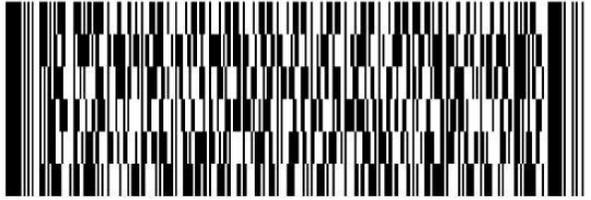
Scanning Coversheet

EDMS Coversheet (bottom half)

The barcode contains all the data Captiva needs to capture the document type and the key/index value(s)

Index Field & Values (if applicable): _____

| | | |
|------------------------------|--------------------------|---|
| Application Tracking Number: | Recipient ID: | Prior Authorization Number: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| NPI: | Medicaid Provider ID: | <i>Use only if you do not have NPI.</i> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| ICN: | Contact Tracking Number: | |
| <input type="text"/> | <input type="text"/> | |
| Financial Record Number: | Status: | Program Control Number: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Hospice Enrollment ID: | Hospice Attachment ID: | Intervention ID: |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |



Confidentiality Notice: _____

Scanning Coversheet

- How is a coversheet with bad or missing data to be handled?
 1. If Captiva reads the coversheet and interprets a key field to be missing or invalid, the Completion New operator will be notified of the error
 2. That operator must re-key whatever they see on the coversheet, as will the Completion Verify operator
 3. When the Completion Verify operator is done keying in the information, the document is accepted for storage into EDMS, even if it came in with invalid or missing information.



Data Capture: *Scanning*

Steps comprising the full scanning

process:

1. Paper documents to be scanned are manually sorted by type, and put into batches of no more than 50 documents (maximum of 8000 pages) per batch
2. The batches are fed into high speed Kodak scanners
3. The batches are electronically routed to [Completion New](#) workers, who must now key in:
 - KFI data (Key From Image) for non-OCR documents, and
 - OCR data that Captiva could not interpret or is questioning



Data Capture: *Scanning*

4. **Completion Verify** workers are in a QA role – they get the batch next, to re-key in all key/index values to verify their accuracy
5. Once the scanning process is completed and verified:
 - a) Images and key/index information is stored onto the FileNet repository and will be immediately available for viewing in interChange
 - b) Information from Claims just scanned is electronically routed by EDMS to interChange for further claims related processing

FileNet



interChange

Data Capture: *Scanning*

6. Issue Resolution: Manual IQC

- Manual Image **Q**uality **C**heck is a human intervention to address a document that is not recognized by Captiva software
- A **Manual IQC** worker is alerted to the problem by Captiva immediately after the scan, and may have to rotate an upside down form, or identify an OCR readable form, to fix the error
- The document in error may then be re-scanned, or pulled and dealt with manually such as notifying the source of the document, to re-send.



EDMS Components

1. Data Capture

- a) Scanning (Captiva)
- b) Web Portal
- c) COLD Reports
- d) Letter Generator (LG)

2. Data Storage: FileNet

3. Accessing EDMS Documents



EDMS Process Flow



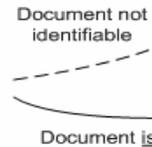
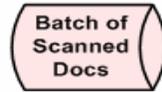
4 Sources of Incoming Documents :

1 PAPER MAIL

- * Claims w/ attachments
- * Claims Supporting docs.
- * Claim Adjustments (6766,7,8)
- * PE & PA Attachments
- * Proprietary (9400,01,02,05)



EDMS: Inbound Document Processing as of Go Live



Manual IQC



Completion: NEW

Entry or Validation of data



Completion: VERIFY

Verification of index (key) fields

2 WEB PORTAL



3 LETTER GENERATOR



4 COLD REPORTS



COLD Report Search + Workflow

FileNet



interChange :
Claims images + Attachments + Letter Generator docs



RetroDUR related images
- sent to Letter Generator



Claims data - to interChange

to Workflow



Web Portal, COLD Reports, Letter Generator

Processing documents from these sources will involve no human validation:

| Source | Content | How Accessed by EDMS | User Access |
|---------------------------------|---|---|--|
| A. Web Portal | PA, PE, and Claims adjustments, incl. attachments | Documents will be sent from the Portal to EDMS automatically, real time | interChange panels will provide access |
| B. COLD Reports | Designated reports generated by MITS | EDMS will automatically retrieve and store the reports each day | FileNet COLD Report Search panels, through interChange |
| C. Letter Generator (LG) | All outbound forms & letters generated by LG | Documents will be sent from Letter Generator to EDMS automatically, real time | interChange panels will provide access |



Web Portal, COLD Reports, Letter Generator

A. Web Portal

- Providers, when entering **Provider Enrollment requests** into the Portal, can also upload PE attachments into the Portal for storage into EDMS (e.g., *licenses*)
- Providers, when entering **Prior Authorization requests** into the Portal, can also upload PA attachments into the Portal for storage into EDMS (*medical records*)
- **Claims** attachments of any type that the Provider has in electronic format can be uploaded to the Portal by the Provider and sent to EDMS (*6653, HAS, COB/OI*)



Web Portal, COLD Reports, Letter Generator

A. Web Portal *(continued)*

- For any of the **Claims, PE, and PA requests** for which providers have **paper attachments only**:
 - Portal will enable the Provider to complete and print an EDMS coversheet, with instructions for mailing the coversheet and paper attachments to ODJFS
 - Upon receipt, EDMS will scan the attachments and index the documents; they will be accessible through interChange and the Image Viewer.



Web Portal, COLD Reports, Letter Generator

B. COLD Reports

- Standardized MITS generated business reports will replace many of today's Control-D reports; they will be stored in EDMS and accessed electronically by authorized users
- EDMS will pull the reports from a designated system folder each day and store them in text format, for user access and long term retention
- To index the report, information will be extracted from the first several lines of each COLD report



Web Portal, COLD Reports, Letter Generator

B. COLD Reports *(continued)*

- Reports stored in EDMS fall into two categories:
 - Standard Reports (routine operational MITS reports)
 - Remittance Advice (RA) Reports
- COLD Report search screens will allow users to select the report using various search criteria, and to view or to open it in different formats (PDF, Word, Excel)



Web Portal, COLD Reports, Letter Generator

B. COLD Reports *(continued)*

Example of a COLD Report search panel, with results:

COLD Report Search ?

| | | | |
|-----------|----------------------|-----------------|----------------------|
| RA Number | <input type="text"/> | Report Run Date | <input type="text"/> |
| Payee ID | <input type="text"/> | Provider ID | <input type="text"/> |
| NPI | <input type="text"/> | Sub System | <input type="text"/> |
| Frequency | <input type="text"/> | PHI | <input type="text"/> |
| County | <input type="text"/> | | |

««« 1, 2, 3 »»»

| PDF | EXCEL | WORD | COLD | RA Number | RA Run Date | Payee ID | Provider ID | Provider NPI | Frequency | County |
|-----|-------|------|------|--------------|-------------|----------|--------------|--------------|-----------|--------|
| | | | | 12458796 | 20090707 | | 12476985 | 54348699 | | |
| | | | | 145444674 | 20091010 | | 12433555 | 12468556 | | |
| | | | | 1453789642 | 20090707 | | 1459753948 | 4257893 | | |
| | | | | 123784597865 | 20090303 | | 57989468613 | 45475455444 | | |
| | | | | 12345678 | 20090715 | | 749844846489 | 456784167567 | | |



Web Portal, COLD Reports, Letter Generator

C. Letter Generator (LG)

- Copies of all Outbound forms and letters generated from Letter Generator will be stored in EDMS
- These documents can be indexed by several different data values, and viewed using an LG search panel

The screenshot shows a web portal interface titled "Letter Search". The interface is divided into two main columns of search criteria. The left column includes fields for Provider ID, Recipient ID, ICN, Trading Partner, TPL Carrier, TPL Employer ID, Policy Number, Case/Cat/Seq, and Prior Authorization Number, each with a corresponding "[Search]" button. The right column includes fields for ATN, CTN, Letter ID (a dropdown menu), Date Type (a dropdown menu), Date From, Date To, and Records (a dropdown menu set to 20). At the bottom right, there are two buttons: "search" and "clear". The interface has a blue header and footer.

| Letter Search | |
|----------------------------|------------|
| Provider ID | [Search] |
| Recipient ID | [Search] |
| ICN | [Search] |
| Trading Partner | [Search] |
| TPL Carrier | [Search] |
| TPL Employer ID | [Search] |
| Policy Number | [Search] |
| Case/Cat/Seq | [Search] |
| Prior Authorization Number | [Search] |
| ATN | |
| CTN | |
| Letter ID | |
| Date Type | |
| Date From | |
| Date To | |
| Records | 20 |

2. Data Storage: FileNet

EDMS Components

1. Data Capture
 - a) Scanning (Captiva)
 - b) Web Portal
 - c) Letter Generator (LG)
 - d) COLD Reports
2. Data Storage: FileNet
3. Accessing EDMS Documents



Data Storage: FileNet

Data Repository

- FileNet is the document repository (the ‘file cabinet’)
- Viewing of EDMS-stored documents is restricted by role based security access, verifying the users’ authority to view any documents or images
- MITS data will be stored in several formats:
 - TIF images (from scanning)
 - PDF files (from Letter Generator)
 - Various formats (from Web Portal)
 - Character text (from COLD Reports)



Data Storage: FileNet

Invoking Workflow

Workflow is the automated routing of units of work by FileNet to specific business areas, which do further processing on the document that EDMS just stored.



Two different types of Workflow will be initiated by EDMS based on processing specific types of document:

1. Workflow #1 will be contacted to process:
 - PA (Prior Authorization) attachment documents from either Portal upload or from scanning
 - PE (Provider Enrollment) attachment documents from either Portal upload or from scanning

Data Storage: FileNet

Invoking Workflow *(continued)*

2. EDMS will contact the second Workflow, called *FileNet One Step Workflow*, to process:



- Claim Adjustments, as directed by forms 6766, 6767, and 6768
- Proprietary forms 9400, 9401, 9402, and 9405, which are adjustment forms also used for Long Term Care (LTC)

EDMS Components

1. Data Capture

- a) Scanning (Captiva)
- b) Web Portal
- c) Letter Generator (LG)
- d) COLD Reports

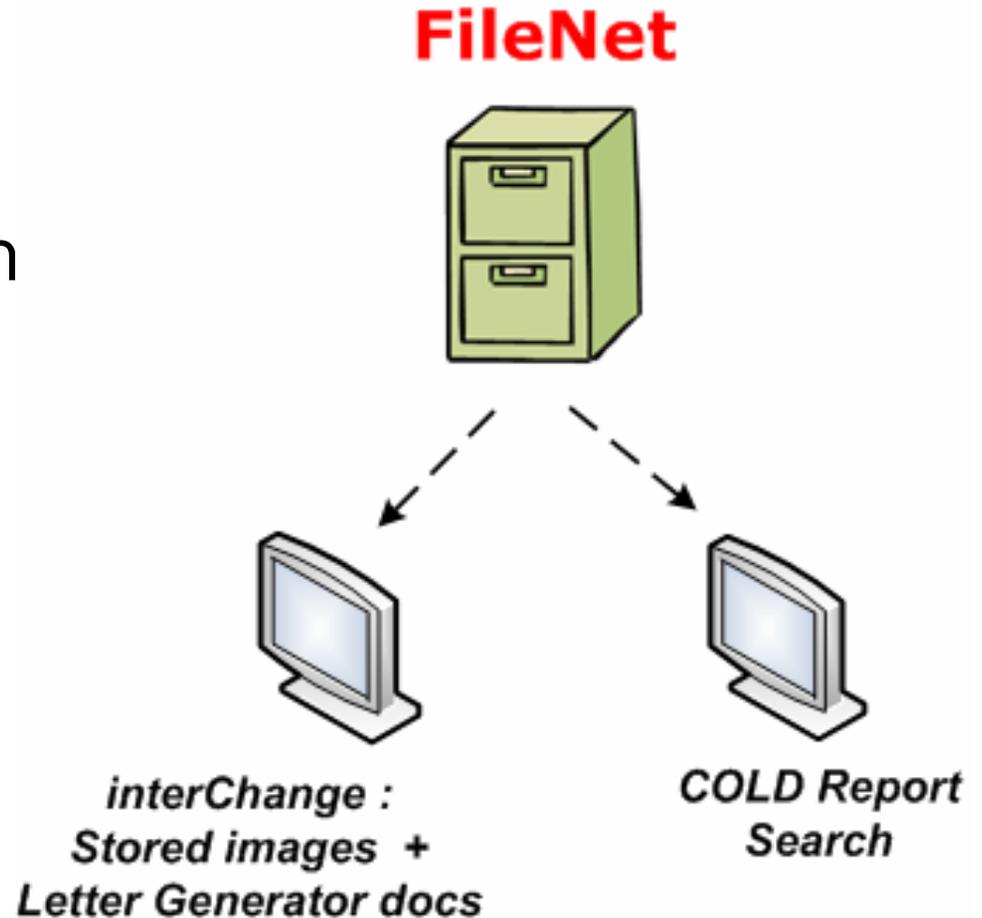
2. Data Storage: FileNet

3. Accessing EDMS Documents



Accessing EDMS Documents

At *Go Live*, two avenues for viewing documents stored on EDMS & FileNet will exist



Accessing EDMS Documents

interChange: Stored Images and Letter Generator Documents

Letter Generator (LG) documents are accessed through interChange's **Letter Search** option

Letter Search [?] [^]

| | | | | |
|----------------------------|----------------------|------------|-----------|----------------------|
| Provider ID | <input type="text"/> | [Search] | ATN | <input type="text"/> |
| Recipient ID | <input type="text"/> | [Search] | CTN | <input type="text"/> |
| ICN | <input type="text"/> | [Search] | Letter ID | <input type="text"/> |
| Trading Partner | <input type="text"/> | [Search] | Date Type | <input type="text"/> |
| TPL Carrier | <input type="text"/> | [Search] | Date From | <input type="text"/> |
| TPL Employer ID | <input type="text"/> | [Search] | Date To | <input type="text"/> |
| Policy Number | <input type="text"/> | [Search] | | |
| Case/Cat/Seq | <input type="text"/> | [Search] | | |
| Prior Authorization Number | <input type="text"/> | [Search] | Records | <input type="text"/> |

search clear

Accessing EDMS Documents

COLD Report Search

- COLD Reports are accessed via links on the MITS Home page
- There are two EDMS panels used for accessing COLD Reports:
 - Standard Reports search panel
 - RA Reports search panel



Accessing EDMS Documents

Standard Reports

COLD Report Search ?

| | | | |
|---------------|-------------------------------|-----------------|------------------------|
| Report Number | <input type="text"/> | Report Run Date | <input type="text"/> |
| Report Name | <input type="text"/> [Search] | Report Process | <input type="text"/> |
| Location | <input type="text"/> | Sub System | <input type="text"/> ▼ |
| Frequency | <input type="text"/> ▼ | PHI | <input type="text"/> ▼ |

RA Reports

COLD Report Search ?

| | | | |
|-----------|------------------------|-----------------|------------------------|
| RA Number | <input type="text"/> | Report Run Date | <input type="text"/> |
| Payee ID | <input type="text"/> | Provider ID | <input type="text"/> |
| NPI | <input type="text"/> | Sub System | <input type="text"/> ▼ |
| Frequency | <input type="text"/> ▼ | PHI | <input type="text"/> ▼ |
| County | <input type="text"/> ▼ | | |



EDMS System Administrators

- EDMS requires special Administrator rights for both Captiva and the FileNet repository
- The Administrators will have very secured access to FileNet and Captiva processes and information, and are the sole authority to perform activities such as rerouting queues and other data management, 'behind the scenes'
- Examples of the Administrators' responsibilities:
 - Manage Captiva and scanner settings
 - Research and resolve FileNet issues
 - Address user issues



HP Enterprise Services
50 W. Town Street
Suite 100
Columbus, OH 43215

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