

Electronic Network Systems, Inc.

The **iN**side Story

ENS processes more than five million healthcare claims per month. But despite what people think about today's rising healthcare costs and insurance rates, there's not a big margin in healthcare services anymore. Just to remain competitive, ENS had to adjust its rate structure. That cut into profits, of course. So the company looked for ways to cut costs and increase productivity. They knew a higher-speed scanner would lower their per-piece scanning costs. At the same time, recent federal HIPAA regulations threatened to dramatically increase the number of claims they processed each month. They needed to be prepared with enhanced scanning power, but they didn't want the expenses of increased man-hours. With help from Verba Indices, ENS began its search for a new, more powerful and feature-rich scanning solution.

Founded in 1989, ENS processes and streamlines healthcare transactions for more than 200,000 providers to a nationwide network of more than 2,000 commercial and governmental payers.

ENS corporate headquarters are located in Colorado Springs, CO. Its Payer Service Center – located in Pueblo, CO – is dedicated to converting paper medical claims and correspondence to electronic formats. The Pueblo office transforms more than one million paper documents each month to electronic data and images for payers across the country.

The Pueblo facility's core service is Automated Document Service (ADS™). It allows payers to outsource their paper, scanning, imaging, and data entry. By streamlining operations, payers cut their administrative costs by eliminating paper, storage, and retrieval.

The ENS ADS processing center handles all types of forms, including physician and professional services; hospital and other institutional services; dental forms; non-standard forms; correspondence; enrollment application and change forms; and pharmacy claims, charges, and bills.

To keep up with their huge volume – each of the one million claims it scans per month includes an average of one-and-one-half attachments –

ENS utilizes only high-volume *Kodak* Scanners in their Pueblo Payer Service Center. Until recently, ENS used a combination of *Kodak* Scanners 5500, 923, 9500, and 9520.



Kodak i830 Scanner

Tough Times Call for New Technology

To remain profitable in today's challenging economic climate, ENS needed to scan more claims per hour with fewer jams and better image quality. They were motivated to save money by lowering the per-piece scanning costs. And their motivation turned urgent when federal HIPAA

regulations exposed the potential to dramatically increase their monthly volume of paper claims.

So ENS began searching for a higher-volume scanner that really worked. Everyone claims they've got the greatest thing since sliced bread. But not every product lives up to its claims.

After months of research – and invaluable assistance from Verba Indices in Highland Ranch, CO – ENS decided the right answer again came from Kodak, as they replaced their *Kodak* 5500 Scanners with new *Kodak* i830 Scanners.

Why ENS Continues to Choose Kodak

"Previous, proven reliability and customer satisfaction. We're strictly a Kodak high-volume

Situation

Electronic Network Systems (ENS) is a leader in e-commerce solutions for healthcare. Its Automated Document Services business line is continually looking for ways to improve its cost structure and increase productivity. ENS used older model scanners, but the company needed a faster, more reliable, productive solution for their high-volume scanning operation.

Objectives

Replace older scanners with new, higher volume machines. Reduce per-piece scanning costs. Increase productivity and throughput. Reduce man-hours. Migrate to newer technology and take advantage of advanced features. Be prepared for possible rise in workload caused by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), a body of federal regulations designed to ensure patient privacy and confidentiality.

Solution

*Use Kodak's buyback and rebate program to replace two **Kodak Digital Science Document Scanners 5500** with **Kodak i830 Scanners**.*

Comments

*"With our new **Kodak i830 Scanners**, operators have increased daily production by more than 100%. This is one of the best purchases we have made at ENS."*

*~ Lori Clark,
Director, Payer Services*

scanning shop. We investigated other options and felt Kodak had the best product. Plus, we wanted to migrate to new technology to take advantage of Perfect Page, deskewing, and other features unique to *Kodak* Scanners," says Lori Clark, Director, Payer Services.

So they made the decision to go with *Kodak* i830 Scanners. But they still had to finance the purchase. Then, in September 2003, Kodak launched a special promotion: a buyback and rebate program that allowed ENS to sell their current equipment back to Kodak and take advantage of significant savings.

"The timing was perfect, obviously, with our desire to lower scanning costs, the pending potential HIPAA changes, and then this incredibly valuable Kodak rebate program. We couldn't have done it otherwise. I mean, what a deal: sell back your old scanners; get a better, simpler, more reliable, and easier-to-use machine . . . and get a rebate to boot," marvels Clark.

So in November 2003, ENS Health purchased two KODAK i830 Scanners from Verba Indices. "We were able to purchase two scanners to do the work of four of our older scanners. That's a significant cost savings right there," adds Clark.

Verba Indices employed its knowledge and understanding of ENS to recommend the most beneficial scanning solution. Clearly, they steered ENS in the right direction:

"We believe we'll have a return on investment in just under 12 months," says Clark. "11.6 months, actually. We've been able to scan a significant increase in volume without increasing the amount of hours we're scanning. This equates to a sizable cost savings for us. Basically, we're able to scan a lot more in less time."

The new scanners require a lot less intervention too. The company's users say they love the significant reduction in setup time between form types, for example.

New Features Fine Tune Image Quality

ENS was excited to fully realize the capabilities of its Quantum 2000 and *SunGard* EXP software.

SunGard worked with Kodak to develop their MIC scanning software, and the greatest benefits are realized with the *Kodak* i830 Scanners.

Document image quality improved too.

"The printer inside the *Kodak* i830 Scanner is completely reliable, which is a relief. It gives us high quality, clear scan marks; and the flexibility to adjust the orientation and size of the scan mark. We can change from landscape to portrait, for example. And we can control the font size. As a result, we have higher accuracy when retrieving documents for specific document numbers, increased pull rate because of higher legibility, and greater customer satisfaction because our clients are really, really happy with the document control numbers they see," says Clark.

Clark notes that Kodak re-engineered the paper path on the *Kodak* i830 Scanner.

"SurePath Paper Handling gives us fast, jam-free feeding so we can scan more pages per hour, problem free." And with Perfect Page Scanning, ENS enjoys better results scanning bitonal and color documents – virtually eliminating the need for redos.

ENS also takes advantage of the electronic dropout feature to get rid of background color. "We love the electronic color dropout feature. Before, we were constantly swapping bulbs, recalibrating, and spending money on new bulbs. Now it's easy to remove background color without having to change lamps. We just use the red element to drop out the background . . . no more wasting time changing bulbs! This increases our productivity and saves a lot of wear and tear on the machine," says Clark, "And we save money on consumables too."

The new brightness and contrast control options come in handy too. Clark says it took a bit of practice, but once they got the hang of it, border removal and cropping have been valuable tools for removing extraneous data. And the multi-feed detection option is a big help in reducing double-feeds.

It's All About the Bottom Line

"With the rebate program, we were able to sell back our older models, so we recouped some of that investment. And now we're profiting from increased throughput. So purchasing the *Kodak* i830 Scanners has had a major impact on our productivity. These days it's all about the bottom line, and the new scanners are helping us achieve our goals," says Clark. "With our new *Kodak* i830 Scanners, operators have increased daily production by 100%. This is one of the best hardware purchases we have made within ENS' Pueblo Payer Service Center."

In addition to increased productivity, decreased man-hours, and lower per-piece scanning costs, ENS enjoys maximum uptime. "*Kodak* Service & Support is awesome," says Clark.

"They respond within 24 hours. We're completely, 100% satisfied. It's not often you hear a company speak so highly of a vendor. But honestly, we have no issues with the maintenance of our new scanners."

As for the future health of ENS Health, Clark credits this new solution with helping to make the company's future bright:

"These *Kodak* i830 Scanners allow us to be competitive with future bids because we don't need as many machines or people to complete the job. Less equipment, fewer man-hours, lower per-piece rate. It all adds up to greater productivity . . . and profits for ENS. And that's a beautiful thing!"