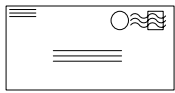
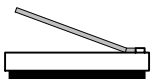


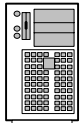
Data Flow With Mailroom



Mailroom



Scanning



Processing Server



Indexing

Claims
System

Claims are received daily via PO Box number. The mail is then opened and sorted. The sorting process consists of opening the mail, identifying the claim pieces and non-claim pieces and separating single, two, three.....page claims. The mail that contains pieces other than claims, are returned to the client on the next business day.

After the sorting process has been completed, the claims are scanned to the imaging server using high-speed scanners. To ensure a clean, readable image, Despeckling, Deskewing and Cropping are all done at scan time.

Images are then run through a process that prepares them for indexing. This consists of counting the number of claims, placing the images in a folder that contains a JobCode, Claim Type and the current date as the folder name. This ensures that each day's files will have a unique ID with which they can be referenced.

The claims are then indexed using a virtual rekey procedure. This is nothing more than two different keyers keying the same image. The results are then compared during the verification process and any errors are corrected. The business rules for each field are based upon a predetermined set of rules that are customizable to fit the client's needs.

Once the indexing has been completed, an ANSI 837 file is created which contains all of the claim information. This file, along with the images, are placed on the server for download. The files are then downloaded by the client using a secure, file transfer program. Once the EDI file and images have been downloaded, the file and images are imported into the Claims Processing System by the client using an EDI import program. When the import process has occurred, the claims are then ready to be processed.