



## Health Partners Europe Ltd



### Summary

Health Partners receives significant volumes of claims-related paperwork each day. The Managing Director was looking for a solution that would ease the storage and retrieval problems faced by staff with mounting quantities of paper files and excessive space occupied by filing cabinets.

### About the client

Health Partners Europe Ltd manages medical treatment claims for many high profile sporting organisations, including Premiership Football and Rugby clubs. Accurate recording and retrieval of claim forms, invoices and remittance advices is vital, as is the security and confidentiality of such records.

### The Problem

The volume of paperwork associated with medical claims has grown steadily. Storing and retrieving these papers had created pressure on staff and office space, and a solution that curtailed the growth in filing cabinets, improved the efficiency of retrieval and security of storage was becoming an urgent requirement.

Compliance with the Data Protection Act demands that information is properly protected, secure from inappropriate disclosure, yet easily and rapidly available to authorised users.

### The Solution

Health Partners has installed a network version of File Stream Document

Management. Lists of medical care providers, clubs and their players have been set up in File Stream Document Management. On receipt, staff members scan pre-claim notifications, medical invoices, remittance advices, & other documents into the system on a daily basis, and these are immediately indexed to the appropriate document type, medical organisation, sport, club and individual. Once imported into the system, the paper records are then shredded. Documents are flagged to reflect queries raised with clubs, and the stage reached with the claim. When payment has been made, the cheque run number is entered and the claim is flagged as completed.

### The Benefits

Health Partners considers that the main benefits of installing File Stream Document Management have been: -

- Considerable space has been saved because fewer filing cabinets are required.
- Claim records are more efficiently stored and can be retrieved and processed quickly and easily.
- All members of staff have access to the records simultaneously, instead of having to track down paper files that might be in another staff member's hands.
- Paper records that were previously vulnerable to fire, flood, theft or unauthorised disclosure are now electronically backed up and safe from physical loss.