



Smart Messaging. Smart Business.

CASE STUDY | HEALTHCARE SERVICE PROVIDER



Venali's Automated Fax Routing Creates Faster Response Times for Major Healthcare Service

Venali helped leading healthcare service provider cut response times and create better business practices

THE COMPANY

This client is one of the nation's leading providers of Workers' Compensation, occupational healthcare services and cost management services for Group Health insurance companies, payer organizations and medical providers.

Four major industries depend on this company to save them money: workers compensation, occupational health, group health, and automotive. Within a year's time, this company completed more than 5.9 million patient visits and reviewed and reprised more than \$14 billion in medical bills.

THE CHALLENGE

As the nation's leading healthcare services provider dealing with both healthcare providers and insurers, the company was receiving large numbers of mission critical and confidential faxes. As many of their offices were still using traditional paper-based fax machines, it was often difficult to manage where faxes were routed to, or whether issues in the faxes were being properly addressed. Many of the time-sensitive paper transmissions coming in were from physicians seeking approval for treatment and providing justification for treatment for car accident victims.

There were two problems with their primary fax solution. One, as faxes were received on shared group fax machines, it was difficult to determine which case belonged to which nurse or case

BENEFITS

- Improved patient and client response times by automating fax routing
- Reductions or elimination of state fines as result of non-compliance with 3 day case turnaround
- Faxes can be sent and received while managed, routed, and stored digitally
- Dramatic cost decrease in fax and paper processing
- Zero capital costs, installation expenses and operating overhead
- No changes to the customers existing IT infrastructure were required
- Easy to deploy across multiple locations, simple to learn and use
- Venali Account Management Center provides real-time fax reporting and account administration online
- Venali Network Operations Center (NOC) is staffed 24/7 to ensure continual uptime and successful transmission of documents achieved monthly.

manager, as there were frequently piles of paper around the fax machine. Often times, faxes were being hand delivered to the wrong recipient resulting in further delays in processing. They needed a solution that would allow them to handle their fax transmissions more efficiently.

Compliance with state regulations was also a challenge. The state demands a three business day turnaround from the day cases are faxed into the company. Inefficient methods of fax distribution to nurses resulted in the company being fined for not meeting deadlines. This amounted to thousands of dollars over a one year period.

THE VENALI SOLUTION

The Vice President of Technology needed a simpler method for managing their large volume of incoming faxes as well as create a routing system that would ensure proper handling of the faxes. He explored various fax server solutions but soon realized that with the upfront capital investment and operating ongoing costs and fees, these solutions were not economically advantageous.

After speaking with a Venali representative, he enrolled in Venali services immediately. Each account had its own dedicated fax line. The company ported their fax numbers over to Venali and all transmissions were then received in a generic email box for processing.

The company then created a script that moved the emails to their own proprietary document management system. With this system in place, they were able to manage their incoming faxes as well as save time. They knew which client the faxes were coming from and were able to assign cases to the proper nurse. This cut their turn around time in half, therefore helping them comply with the state regulations. Record keeping also improved with

Venali's Internet Fax Service. They could keep close records of when their doctors sent fax transmissions as well as view who had access to them in the process.

As a customer for two years, this company credits much of its success to the Venali solution. Internet fax has not only saved them money due to the dramatic cost decrease of fax and paper processing, but has allowed them to automate their fax sending and receiving for smarter business practices.

To learn how Venali Internet Fax Services can help your healthcare or insurance operations, visit us online at www.venali.com or call 786-552-1900.



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