

Attachment Management

Smarter claims attachments for clinical document exchanges

Introduction

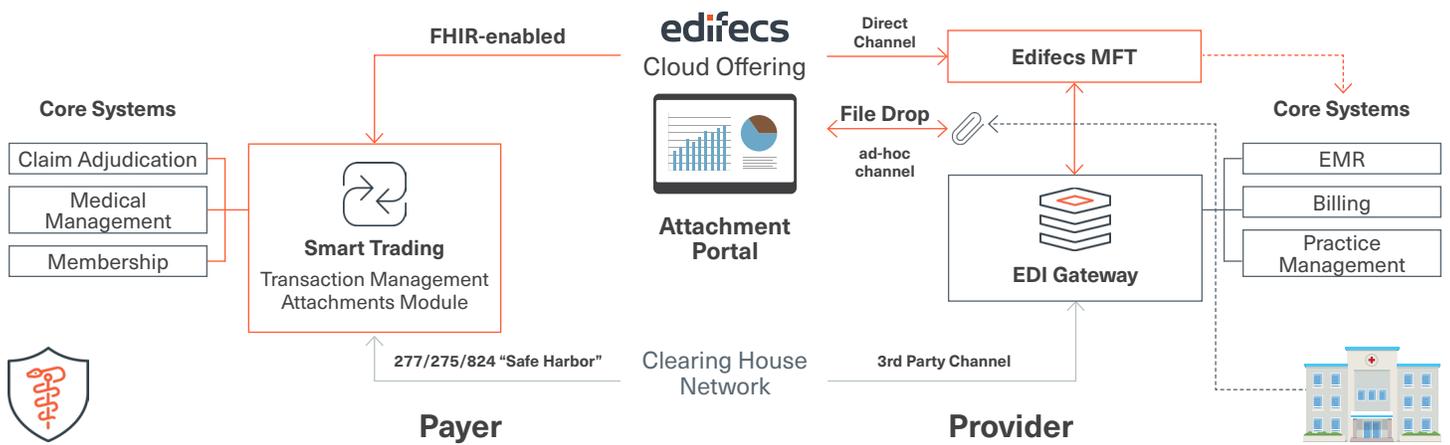
Care providers have long been frustrated with the amount of time they and their staff spend calling, faxing, and emailing supplemental data to health plans. According to the 2019 CAQH Index, attachments represent less than one percent of all administrative transaction volume, yet account for nearly 2.5 percent (\$825 million) of all administrative spending in the industry. Over 89 percent of this spending is due to manually processed attachments, which cost providers roughly \$4.50 per attachment and require an average of 11 minutes to submit. In some cases, a single manual attachment can take 30 minutes to submit.*

Edifecs Attachment Management eliminates the burden of manual processing, thereby improving costs and operational efficiencies through process automation.

Key Capabilities

- Achieve end-to-end automation, tracking and transparency
- Securely exchange electronic documents with Safe Harbor
- Integrate seamlessly with existing back-end systems
- Support any claim submission or member-related request from the provider network
- Send claim attachment requests and receive responses from provider networks using any current or emerging standard
- Upload documents of any format and attach to a specific plan member's claim

*Source: [2019 CAQH Index Report](#)



Benefits

Edifecs Attachment Management enables secure electronic exchange, automates cross-enterprise workflow, drives provider adoption and seamlessly integrates with existing payer back-end systems. Our solution facilitates error-free routing of medical documentation across multiple provider channels, allowing users to upload attachments in any format and ensure they are linked to the right plan and the right member.

Value

Reduce Costs and Inefficiencies

Supporting Features

- Supports electronic request and response between parties
 - Includes "Safe Harbor" 277/275/820 versions 5010/6020 and emerging standards (FHIR)
 - Supports member requests for information
 - Seamlessly links provider responses to claim
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Improve Payer-Provider Relationships

- Includes provider-facing cloud-based web service
 - Integrates with existing document management systems
 - Supports multiple communication channels, structured and unstructured attachments, bulk provider import, and solicited and unsolicited modes
 - Correlates attachments based on Claim PWK
 - Equipped with dashboard to track documents, provider activity and workflow
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Gain Business Insight through Increased Transparency

- End-to-end lifecycle tracking with user assignment
 - Enhanced request search and sorting
 - Customizable notifications
 - Pro-active problem resolution and task transparency
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Why Edifecs?

- Leverage Edifecs' industry-leading trading technology to achieve smarter payer-provider collaboration
- Ensure secure exchange of electronic attachments with CAQH CORE Connectivity Safe Harbor
- Seamlessly integrate with existing back-end systems, enabling cross-enterprise workflow automation through any channel
- Improve provider relationships by simplifying experience and streamlining workflows with a cloud-based web service
- Support any claim submission or member-related request from the provider network using current and emerging standards
- Reduce total cost of ownership and increase return on investment with our hosted solution model



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.