Digital Intake for Patient Hubs

Agile data intake for fluid downstream processes and customer experience

firstsource

The pandemic of the century has disrupted the life sciences industry and accelerated the need for digital transformation across the life sciences value chain.
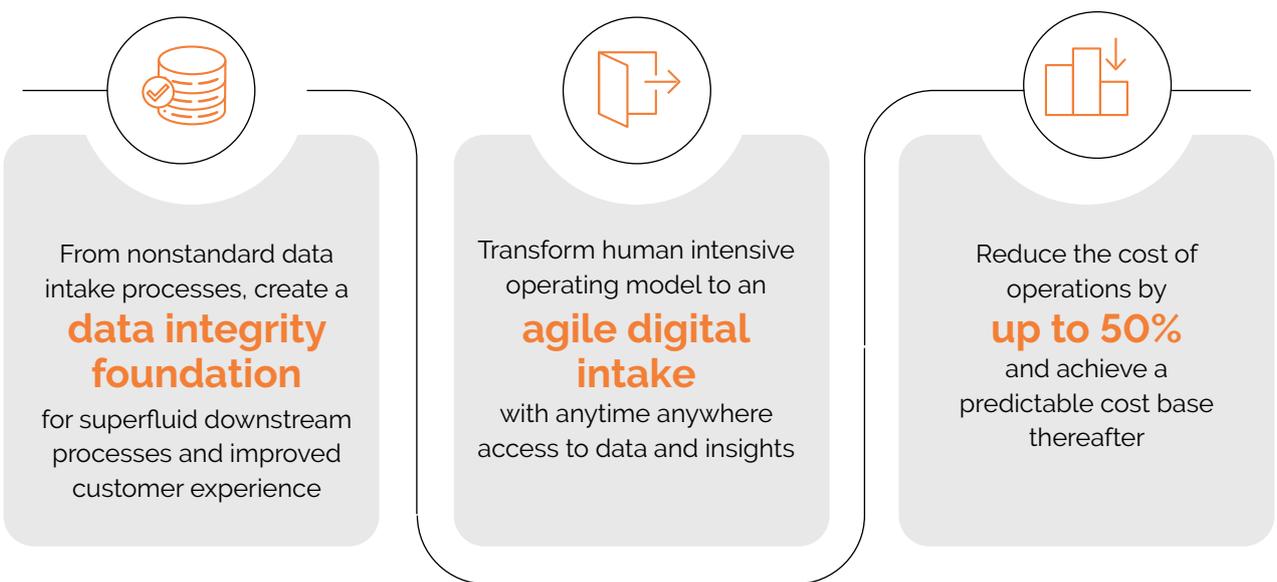
In an increasingly challenging healthcare environment, hubs offer pharma companies the ability to engage patients through a single point of contact and differentiate their products. What sets a hub apart is its ability to add value to HCPs and the patient experience by providing access, increasing speed to therapy, and limiting prescription abandonment. But the reality is that hubs face significant roadblocks in delivering these objectives due to the prevalence of:

Manual back-office processes that struggle to keep up with high volume documentation

Non-standard data intake processes spanning fax, typewritten and handwritten documents

Human-intensive operating models that impede speed and agility

Reduce time-to-therapy and prescription abandonment

Firstsource's Digital Intake Solution harnesses our experience in processing more than 3 billion pages, 350+ sort types, and 180 million claims data capture. It combines our proprietary digital intake and data capture platform Sympraxis® with intelligent process mining, industry-leading automation tools, and real-time dashboards to drive three critical objectives.

Achieve over **85% claims** processing automation **<3 months**

From nonstandard data intake processes, create a
data integrity foundation
for superfluid downstream processes and improved customer experience

Transform human intensive operating model to an
agile digital intake
with anytime anywhere access to data and insights

Reduce the cost of operations by
up to 50%
and achieve a predictable cost base thereafter

The result: accelerated time-to-therapy and low prescription abandonment rates.

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Stay ahead with Firstsource

85%
Claims/
Non-Claims
Processing
Automated

350
Sort Types

1000
Data Capture
and Processing
Examiners

3 Billion
Pages
Processed

>99%
Quality in Data
Capture and
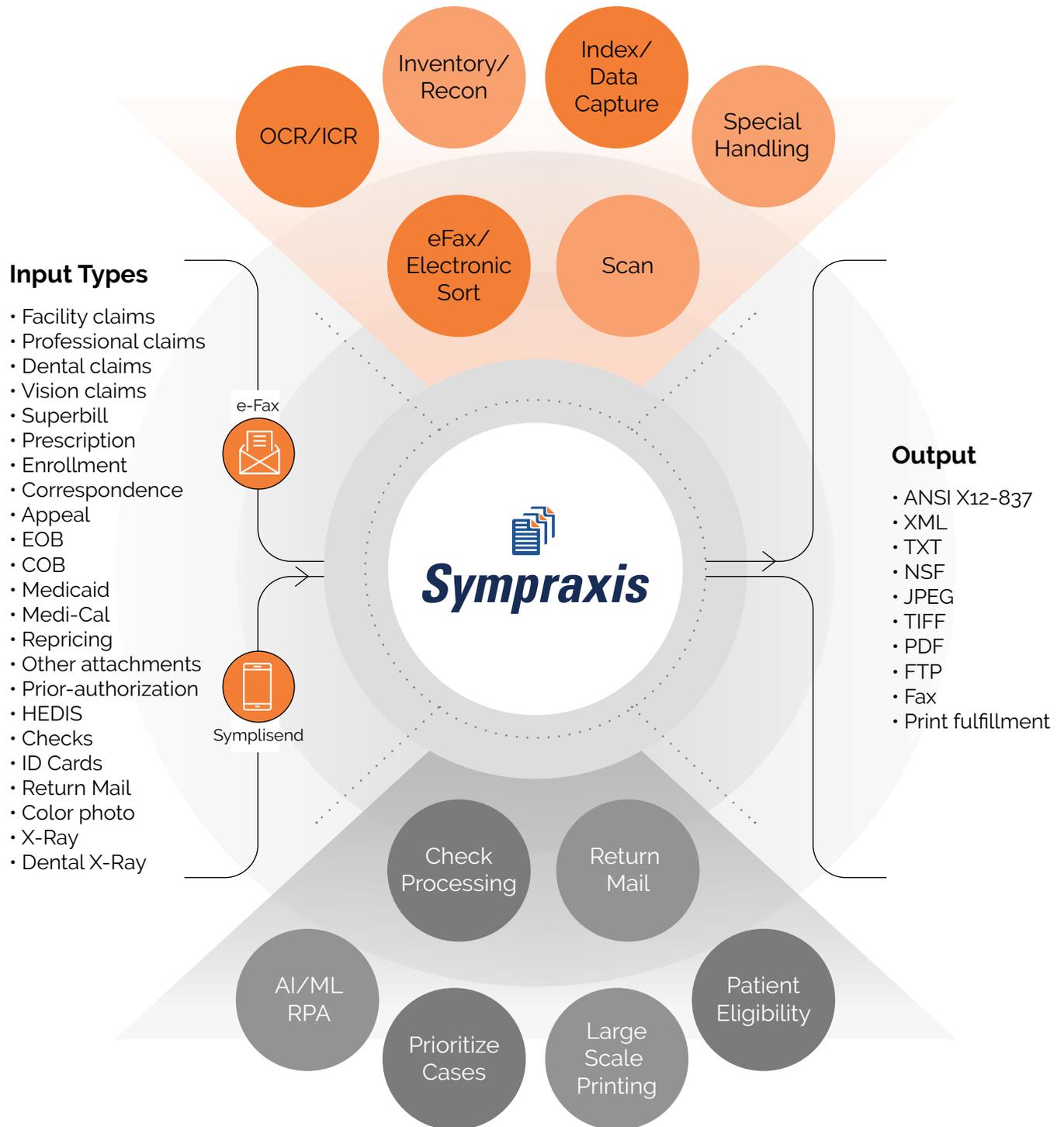Processing

>99.6%
Critical Field
Accuracy

Solution highlights

Solutions components include automated intelligent data-driven operations, distributed data capture, multi-threaded OCR/ICRs, integrated medical dictionary, auto-classification using ML, cloud-based analytics platform, auto-classifier, and specialized data mining algorithms.

▸ **Sympraxis®:** Leverage our digital platform Sympraxis® to orchestrate case management, intelligent document separation, indexing, and document/email processing.

▸ **Intelligent process mining:** Truly optimize processes and power continuous process efficiency through process mining – using AI/ML to analyze enterprise application event logs.

▸ **Industry-leading automation tools:** Enhance internal operations by tapping into Intelligent Automation-as-a-Service and accessing our Digital Intake, RPA, ML, and AI solutions.

▸ **Real-time dashboards:** Enhance decision-making with our real-time monitoring, investigative analytics, and dashboards. Track each enrollment application through ID card dispatch.

Fax, email, and paper intake to electronic

Sort, scan all types of documents

Color photo, X-ray, Legal, CD/DVD, and other special processing

Smart Data Capture, proactive validations, XML, JSON, or EDI Conversion

Dashboard, reconciliation, and reports

Sympraxis® Digital Intake and Data Capture Platform

OCR/ICR

Inventory/ Recon

Index/ Data Capture

Special Handling

eFax/ Electronic Sort

Scan

Input Types

- Facility claims
- Professional claims
- Dental claims
- Vision claims
- Superbill
- Prescription
- Enrollment
- Correspondence
- Appeal
- EOB
- COB
- Medicaid
- Medi-Cal
- Repricing
- Other attachments
- Prior-authorization
- HEDIS
- Checks
- ID Cards
- Return Mail
- Color photo
- X-Ray
- Dental X-Ray

e-Fax

Symplisend

Sympraxis

Output

- ANSI X12-837
- XML
- TXT
- NSF
- JPEG
- TIFF
- PDF
- FTP
- Fax
- Print fulfillment

Check Processing

Return Mail

AI/ML RPA

Prioritize Cases

Large Scale Printing

Patient Eligibility

Automate your paperwork and compress your timeline from weeks to days. **We can help**

Speak to our experts: **Click here**

Helping customers stay ahead of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com