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SUNGARD

EXP FORMWORKS



EXP FormWorks

EXP FormWorks, a comprehensive automated capture solution for paper and electronic data interchange (EDI) transactions, increases the accuracy, efficiency and reliability of an organization's data streams. In addition, SunGard EXP provides special versions of EXP FormWorks, optimized for the health insurance and financial services industries.

EXP FormWorks for Health Insurance is the next generation solution for front-end capture and the processing of paper and EDI transactions in the health insurance industry. EXP FormWorks provides solutions for: major health and dental insurance organizations, state and federal fiscal intermediaries, indemnity organizations, preferred provider organizations (PPO), health maintenance organizations (HMO), third party administrators (TPA) and workers' compensation insurance organizations.

"EXP FormWorks has far exceeded our expectations, since its installation in 1998, we have realized significant increase in data capture efficiency and productivity."

Nancy Whittle
Director of Operations
Delta Dental Plan of Michigan



EXP FormWorks for Financial Services provides credit card application processing, mutual fund administration, proxy card automation, image archiving and dissemination, and a host of other services within the financial services industry.

With EXP FormWorks for Financial Services, organizations are able to process virtually any form type coming into the mail room. Once a paper form is defined for capture, a web page is automatically generated with all of the associated rules, validation logic, data entry screens, data translation and an audit trail.

Organizations get the benefit of increased accuracy and efficiency of forms data capture, while uniting it with their web presence.

Accuracy

EXP FormWorks is built to improve the accuracy of paper and EDI transactions. By eliminating most front-end data capture submission errors, EXP FormWorks increases auto-adjudication rates, dramatically reducing costs and increasing provider and member satisfaction.

Efficiency

With up to 500% increases in capture efficiency, EXP FormWorks offers hard dollar pay backs, generally in less than one year. Higher paper and EDI auto-adjudication rates mean lower labor costs to process a claim – regardless of its source.

Reliability

Engineered to be reliable year in and year out, EXP FormWorks is easy to integrate, minimizes administrative tasks and provides the best reporting and management tools available.

Data Capture Solutions for:

Forms:

- Credit card applications
- Financial forms
- Structured and Unstructured forms

Claims:

- HCFAs
- UBs
- Dentals
- Workers' compensation bills
- Visions
- Superbills
- Crossovers

Encounters

Referrals

Enrollments

Back-office documents

Mission-critical documents

Accuracy

Provides accuracy greater than 99.9%

Efficiency

Highest proven ROI of all claims processing solutions

Reliability

Increases the accuracy of EDI streams



EXP FormWorks is HIPAA compliant and EDI certified

EXP FormWorks converts paper documents to EDI

Paper



EDI

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EXP FormWorks Architecture

The EXP FormWorks solution automates and perfects transactions from multiple sources using a sophisticated workflow system, extensive management tools, imaging, rules engines, data translators and exception processes.

System Features

Doc Prep provides auditing tools for paper documents before they are scanned. It prevents duplicate documents, forms or batches from entering the system and ensures accurate inventory controls.

Scan is used to create images from paper documents. It supports most production scanners. Scan incorporates advanced features such as bar code reading, patch page detection, unique document control number assignment and imprinting, and advanced image enhancement. Scan supports remote scanning from multiple locations.

“EXP FormWorks has paid for itself, as well as the imaging and COLD system. The OCR capture process is saving us \$0.15 per paper claim and \$0.05 per EDI claim. With these savings we are looking for other areas to employ this technology.”

Allen Moore
Vice President
Delta Dental, Arkansas



Forms Processing provides identification with registration, removal, deskew and Optical Mark Recognition (OMR).

Optical Character Recognition (OCR) provides machine and handprint recognition with support for voting among multiple engines, including Intelligent Character Recognition (ICR) engines, and Natural Handwriting Recognition (NHR) engines.

Rules Engine ensures accuracy of indexing and data capture. The configurable rules engine incorporates accurate “fuzzy logic” which automates previously manual and error-prone decision processes. All transactions, whether from paper, EDI or web forms are processed through the same rules engine, ensuring one accurate and consistent upload to back-end systems.

Electronic Data Interchange (EDI) accepts and translates electronic transactions in proprietary formats as well as industry standards such as ANSI X.12 and XML. EDI provides the ability to create images from the incoming data stream for storage.

OCR Correction provides an award-winning ergonomic interface for data entry operators to correct suspect characters read by the OCR, ICR and NHR engines. The OCR correction function allows operators to correct characters and form fields at near source data entry rates with minimal specific business knowledge.

Data Correction and Key from Image provides data entry operators optimal interfaces for keying data directly from scanned images and correcting data that was not automatically resolved by the rules engine.

Data Output formats all data, regardless of source, for upload to virtually any back-end system in any format, including open database connectivity (ODBC), flat file, EDI and XML.

Audit History provides a complete audit history of every step taken during the processing of each document at the character, field, document and batch level.

Quality Assurance/Statistics provides configurable auditing of both data entry operators and the capture system itself, with detailed reports on accuracy and errors.

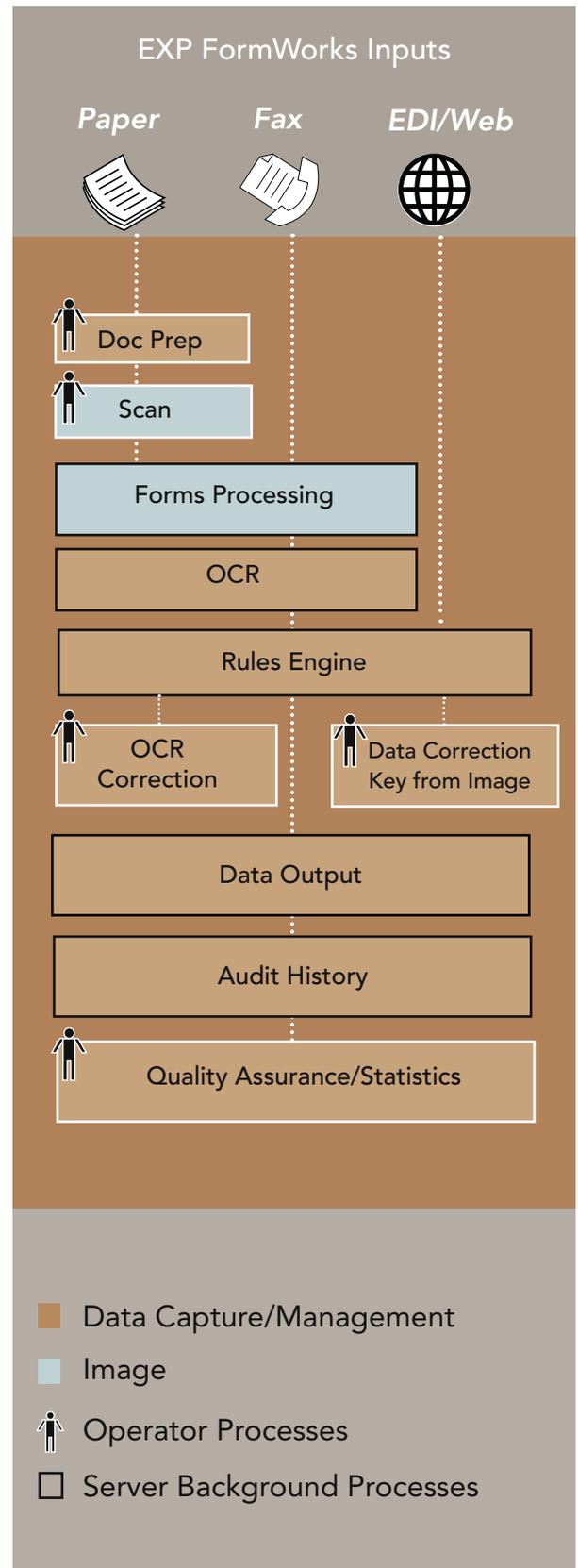
System Management Tools

EXP FormWorks optimally routes and load balances the documents in the capture workflow system. Included in the system are precise management tools to view and modify data flow, helping organizations achieve the business goals of accuracy and productivity.

Capture Manager provides a graphical user interface (GUI) to both monitor and control all processes and transactions in the system.

Capture Editor provides a point-and-click user interface to design all rules, define new forms and specify output formats.

Capture Reports cover inventory, operator productivity, system throughput, and operator and system accuracy. Both the schema and the existing report queries to the database are provided to allow users to generate custom reports.





Versatility and Scalability

EXP FormWorks can be used for the simplest scan and index application to the most demanding EDI and forms processing application. It has been successfully deployed in government, education, insurance, finance and other industries ranging from hundreds of pages per day to hundreds of thousands of pages and EDI transactions per day.

EXP FormWorks offers complete implementation services, training, and follow-up maintenance support 24/7. That is why leading financial services and health insurance organizations depend on EXP FormWorks for critical processing needs.

“We achieved our objectives and then some. We’ve increased data capture efficiency by more than 325% and that savings alone paid for the entire system in about a year.”

Ron Locy
Director of Claims
University of Pittsburgh Medical Center



Features

Configurations to process structured and unstructured forms

Complete workflow management and reporting

Dedication of complete HIPAA compliance

Dedication of SAS 70

Configurations to process unique forms

Processes over 300 million documents per year

Proven accuracy greater than 99.9%

Benefits

Proven leader in providing turnkey solutions to accurately convert paper documents to EDI.

Highest proven return on investment of all document processing solutions.

Proven Workers' Compensation bill processing.

Reliable performance.

Has delivered health care claims processing solutions for over 10 years.

Proven reduction of processing costs.

Unique outsourcing options available.

Recognition and Awards

EXP FormWorks has consistently proven to be an accurate, efficient and reliable data capture system. EXP FormWorks has received recognition and won major awards including awards for structured data capture of EDI, XML, web and other transaction streams.

EXP FormWorks Awards

AllIM Best Practices Award (2005, 2001)

Kinetic Information Process Innovation Award (2005, 2002, 2000)

Kinetic Information VISION Award (2005)

AllIM Best of Show (E-doc Magazine) (2003)

AllIM Best of Show (Transform Magazine) (2003)

AllIM Standards Excellence Award (2003)

AllIM Best Practices Award (2002, 2001)

HMT "What Works" (2000)

Major Health Plan

Up to 75,000 claims per day

HCFA 1500, UB-92 and Dental Claims

Complete ITS/non-ITS automation

Over 300 claims per hour per operator

Major Dental Plan

Up to 125,000 claims per day

Processing enrollment applications

75% auto-adjudication rate

Medicaid Fiscal Intermediary

Up to 125,000 claims per day

Over 20 form types defined

Over 12,000 business rules

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