



## **ABBYY and RemitDATA Partnership: Integrating OCR and Data Capture in Healthcare IT Solutions**

*According to a recent study by the Center for American Progress, 14 percent of all healthcare spending – roughly 350 billion dollars per year – is allocated to administrative costs. Each hour of patient care creates 30 to 60 minutes of administrative work, and the paperwork required for daily tasks has increased 15-fold over the past 20 years. Despite the increasing digitization of the industry, document processing and retrieval have become more complex and costly than ever.*

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Overall, hospitals and health systems have strong incentives to streamline document management by converting paper-based records to digital data. Optical character recognition (OCR) is the best tool for the job, but not all platforms are alike. To permanently reduce employee workloads and administrative costs, healthcare providers need software that not only converts images to editable text – but also recognizes, categorizes and quickly retrieves actionable data.

### **Increasing healthcare profitability with RemitDATA’s WebScan PRO**

RemitDATA is a healthcare industry leader in reimbursement, utilization and productivity solutions for the outpatient provider market. Their premier document management program is WebScan PRO, a cloud-based, software-as-a-service (SaaS) solution that identifies, indexes and files EOBs, patient records, clinical notes and all other documents generated in the course of care. Users can easily scan and merge large batches of paper files, which quickly become

**RemitDATA**  
ENLIGHTENING HEALTHCARE

### **About RemitData**

RemitDATA is the leading independent source of Comparative Analytics of reimbursement, utilization and productivity data for the outpatient provider market. Through strategic partnerships, RemitDATA has the most comprehensive, provider-oriented Electronic Remittance Advisory (ERA) database in the industry. Our company is leading the way for creating reliable Comparative Analytics of structured healthcare data.

accessible online to patients and providers. These streamlined workflows rely upon two bridge technologies: OCR and intelligent data capture. To integrate these technologies, RemitDATA partnered with ABBYY, the world leader in OCR, document capture and form processing.

Overall, the integration of ABBYY technologies into WebScan PRO enables RemitDATA's customers, such as home medical equipment vendors, to increase profitability by reducing claims denials and accelerating the appeals process. Prompt notification of denials also helps billing departments to quickly request and receive payments from secondary insurers. Because most healthcare providers and vendors operate on slim margins, this quickly retrievable data is crucial in maintaining efficient operations and positive cash flows.

WebScan PRO also eliminates hours of manual data entry in the conversion of paper patient histories to EHRs. Despite the industry's dramatic shift to digital record-keeping, providers still generate and receive masses of paper-based historical documents. For these documents to be useful in digital format, their data and metadata must be intelligently collected and sorted – a process which would otherwise require manual intervention.

### **Enabling WebScan PRO with ABBYY FineReader and FlexiCapture SDKs**

Since its creation, WebScan PRO's broad capabilities have depended on OCR and intelligent data capture solutions from ABBYY. OCR technology automatically converts paper into digital text, while intelligent capture analyzes, classifies and extracts specific data and metadata from scanned forms. "ABBYY's OCR solution has made WebScan PRO much more robust.," said Aaron Hood, RemitDATA Director of Product Management.

For OCR, RemitDATA uses FineReader Engine 10, an SDK that facilitates the integration of ABBYY's multilingual conversion technologies for typed text, handwriting and barcodes. FineReader Engine enables a wide variety of document conversion operations in the healthcare environment, including EOB scans, medical records imaging and even the digitization of handwritten doctors' notes. Any critical document can be accurately scanned and saved for later viewing and editing in the cloud.

Day-to-day healthcare operations often require more than digital copies, however. In order for the information on EOBs and patient records to become retrievable and actionable, specific entry form data must be extracted and sorted into comprehensive patient files. Providers need to be able to look up dates, claim numbers, treatments, charges and more – without finding and reviewing every relevant document in its entirety.

To help users quickly compile these records, RemitDATA uses ABBYY FlexiCapture Engine 10, a comprehensive data capture SDK for the intelligent classification and recognition of semi-structured and unstructured forms. When dealing with structured forms, users can create templates based on the physical location of



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Director of Product  
Management*

data on the page. FlexiCapture will identify document classes based on these form placements, extract the relevant data and file the documents into the correct patient folders and sub-folders. In the event that a document doesn't match an existing template, WebScan PRO's Import Manager allows users to manually classify and record data.

For unstructured forms, users can flexibly define fields based on their contents, sizes or placements relative to other objects. Invoices and patient records often contain inconsistent, unstructured data, but FlexiCapture Engine can automatically recognize names, dates, fees and other critical information by examining the areas surrounding each field. No matter where a copay is listed on a form, for instance, ABBYY's flexible layout technology can differentiate it from other numerical entries. By analyzing combinations and relative placements of fields, data, graphics and other elements, FlexiCapture Engine can also classify and file these unstructured documents into their proper folders.

### **Streamlining healthcare with ABBYY's flexible technology**

The combination of FineReader and FlexiCapture SDKs enables a fast, reliable workflow for WebScan PRO users. "WebScan PRO doesn't just create electronic records out of paper," said Hood. "It enables the auto-scanning, filing and instant retrieval of those documents." Instead of entering and retrieving files one by one, users can leverage a few manually-created templates and folders to scan thousands of patient records, EOBs and clinical notes. Data becomes instantly accessible through WebScan PRO's search function, and documents are intelligently organized for easy retrieval during appeals.

These capabilities ultimately allow healthcare providers to drastically reduce the time and money they spend on document management. With paper-based and hybrid systems, users often scan individual documents for one-time use. Every adjudication requires an employee to physically retrieve, scan and submit the necessary files, which are then typically lost or discarded. With OCR and intelligent data capture, a small amount of hands-on work captures thousands of files for long-term use.

These technologies also provide flexibility by allowing users to leverage existing hardware. "One value of ABBYY's solutions is that they don't have any bias towards a specific set of equipment," said Hood. "It's a big value-add for our customers." FineReader and FlexiCapture Engines work with any scanner that can consume the necessary paper documents, and no new hardware purchases are necessary.

Finally, OCR and intelligent capture can add value far beyond data management. RemitDATA also leverages ABBYY technology in Reimbursement PRO, a web-based denial management tool that creates management reports, workflow solutions and on-demand EOBs. Because healthcare is such a complex, information-rich environment, documents generated for one purpose often contain data crucial for another. Healthcare organizations and solutions providers can cut costs and increase revenue by capturing, filing and retrieving that data as efficiently as possible.

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In fact, the combination of ABBYY-enabled WebScan PRO and Reimbursement PRO allowed First Choice Home Medical Equipment to reduce unexpected claims denials from 25% to 15% and decrease paper storage costs by \$10,000 per year. "It used to take 10 to 12 days before patients' records were available to the billing staff," noted First Choice managing partner Craig Rotenberry. "Now files typically take around three days to be available. In some cases, we get them on the same day!" With ABBYY's solutions for automatic information recognition and extraction, First Choice and other RemitDATA customers can ensure streamlined operation and continuous cash flows.

### **Partnering with the OCR industry leader**

Moving forward, RemitDATA will continue its partnership with ABBYY as it expands into revenue cycle management for other markets. "Every time we enter a new market, we have different ways we need to leverage ABBYY's systems," Hood noted. "There are always new complexities around how customers want to set up folder management, new volumes of documents and everything else."

Given the trends towards mobile technology and globalization, web-accessible SaaS solutions such as WebScan PRO are also becoming more important for healthcare providers. "Everyone is handling information from multiple customers from multiple places in the country," said Hood. Patients, providers and payers need information on demand, and ABBYY's OCR and intelligent capture solutions make it possible for healthcare IT vendors to accommodate those needs.

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Managing Partner  
First Choice*

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