



## Healthcare Payments Automation Center

### Solution Overview

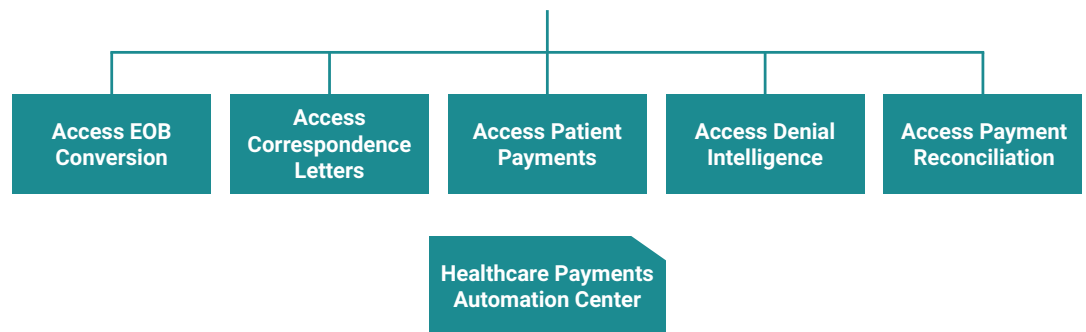
The **Healthcare Payments Automation Center (HPAC)** is OrboGraph's scalable and resilient cloud-based data center which hosts the OrboAccess suite of healthcare payment automation solutions, including Access EOB Conversion, Access Correspondence Letters, Access Denial Intelligence, Access Patient Payments and Access Payment Reconciliation.

OrboGraph selected Amazon Web Services (AWS) for cloud deployment due to many considerations, including:

- Network security and compliance
- Data security and encryption
- Access identity management
- Auditing and data archiving
- Managing large data sets



OrboGraph created a competitive differentiator by implementing an enterprise-grade infrastructure around a unique security implementation which adheres and exceeds strict regulatory compliance requirements of Protected Health Information (PHI), the Health Insurance Portability and Accountability Act (HIPAA) and HITECH.



### HPAC Technologies

HPAC also integrates the underlying technologies of OrboAccess. These technologies are the backbone to OrboAccess functionality enabling clients to access image or EDI data for short-term retrieval and long-term archival with display options via search screens or charts and graphs of business intelligence.

#### 1. HPAC Portal

The HPAC Portal is the entry point into the OrboAccess suite of healthcare payment automation solutions. Using a strong log-in credential and security approach, this browser-based web portal is the gateway to the downstream intelligence of the system, providing access to files, images and transactional data stored on HPAC.

## 2. Opti-Lift™ Technology

Opti-Lift™ Technology was designed with one goal in mind: automate paper remittances and payments in healthcare by leveraging innovative technologies. The result: a process which is faster, less expensive and more accurate than other options on the market.

Opti-Lift™ is the foundational technology to Access EOB Conversion, Access Correspondence Letters and Access Patient Payments. The system addresses these highly complex documents via multiple technologies comprised of recognition software, data validation and quality-control processes.

- EOB images are tested for pixel quality, enhanced for recognition processes and read by multiple optical character recognition (OCR) engines, which feed sophisticated voting algorithms to optimize the recognition results.
- Opti-Lift™ Q0, Q1 and Q2 processes leverage dynamic EOB adaptation, auto learning and semi-structured format classification to bypass traditional inflexible template driven approaches.
- Field-level processing controls validate the quality of the field output via claim and service line characteristics.
- Post processing completion merges claim data from EDI 837 files to output fields, inserts OCR assisted correction, balances service line and claim totals and validates field level information with context sensitive validations.
- EDI output quality controls apply service line amount and business rule validations as EDI 835 files are being formulated.
- Automation Management is the overall systematic process built around Lean Sigma concepts of monitoring HPAC and Opti-Lift™ for yield and productivity monitoring, statistical reporting, process improvement .

## 3. Electronic Content Management

Electronic Content Management (ECM) is defined by AIIM as “the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes.”

HPAC delivers ECM functionality by providing immediate search access to information stored on the system, for daily processing, such as cash posting or month-end reconciliation. Patient inquiries are available online as part of a long-term storage.

The HPAC platform stores a wide range of data formats for seven+ years, based on the requirements of the HIPAA covered entity. Data formats supported include: EDI, TIFF/ JPEG images and PDF files. Additionally, all transactional data, once imported into the system, is stored as part the system, linking claim data to remittance information.

## 4. Business Intelligence

HPAC incorporates a variety of meaningful charts, graphs, tables, illustrations, and reports for business analysis purposes with the goal of easy interpretation of these large volumes of data. Additionally, key performance indicators (KPI) are incorporated into BI.

Uses of BI within HPAC and OrboAccess applications include:

- Operational Dashboard
- Executive Dashboard including EOB and Payment Types Analysis
- Access Denial Intelligence
- Payer Analysis

For more information, visit [www.orbograph.com/healthcare-payments-automation-center](http://www.orbograph.com/healthcare-payments-automation-center) or call 978-667-6037.