

Making Medicaid Documents Available Electronically

A State's Health & Human Services Organization improves their Medicaid System by making electronic versions of Medicaid documents available

Overview



A Global Systems Integrator hosts an innovative Medicaid solution for State Governments that helps reduce the overall costs of administering Medicaid programs while helping to

improve care. Software from Crawford Technologies is used as part of the solution to create secure, permanent records of Medicaid Claims and other Medicaid documents.

The Challenge

Managing a state's Medicaid Program is extremely challenging as Federal and State regulations change frequently. One of the many challenges is managing the mountains of documents like Medicaid Forms, Claims, and Customer Correspondence that are involved in administering the program.

The Solution



The Global Systems Integrator implemented a complete Medicaid IT solution that includes CrawfordTech's CCM Gateway for SharePoint software which converts text-based forms, claims, and

correspondence into industry-standard PDF format and automatically stores and indexes the documents for permanent archival into Microsoft SharePoint.

Results

This allows State workers to access nearly all Medicaid-related documents electronically for internal processing and for answering questions from callers in their Call Center. Today, the State's Department of Health and Human Services has millions of Medicaid-related documents stored electronically in Microsoft SharePoint.

CrawfordTech

Products:

CCM Gateway for SharePoint

Objective:

Transform All Documents to Industry Standard PDF Format

Store and Index PDF Files in Microsoft SharePoint

Access Electronically to Improve Productivity and Customer Service

Approach:

CrawfordTech software is used to transform multiple types of communications documents into PDF and automatically store and index them into SharePoint.

Results:

Improved Customer Service and reduced Process Cycles Times with Electronic Documents