Concord TECHNOLOGIES

End Document-Processing Bottlenecks

85% of healthcare information still moves via fax[1]

85%

The Problem

- The average staffer loses **4+ hours a day** to document handling[1]
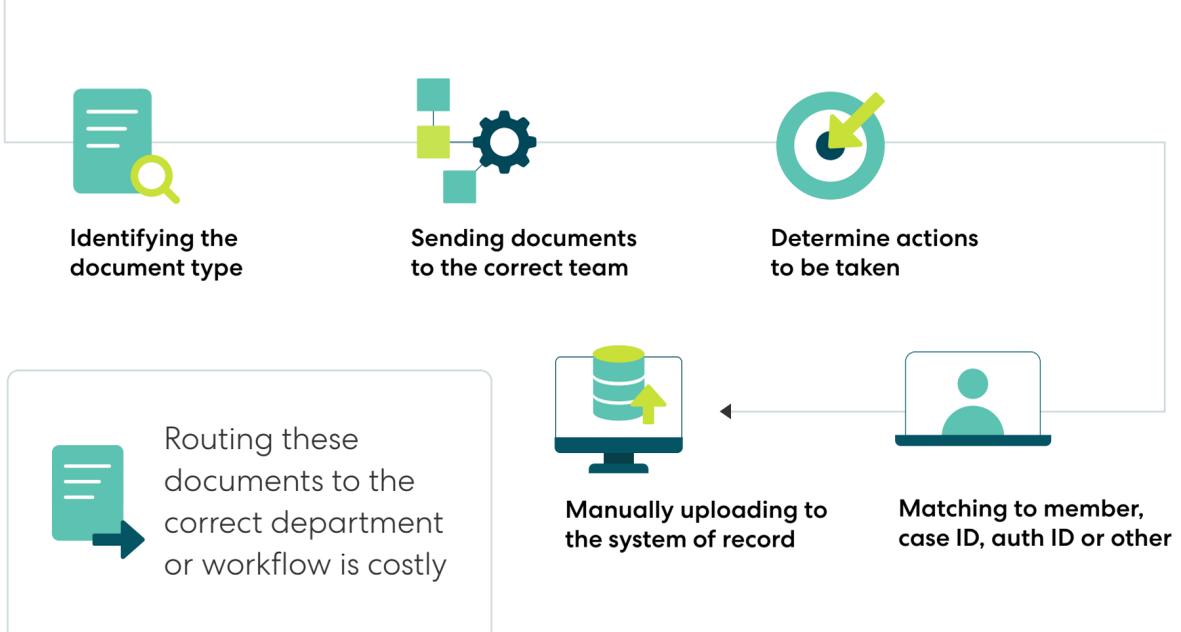- Payers handle hundreds of millions of documents **each year**

Are you handling documents like a modern payer?

Payer Utilization Departments handle **millions of prior authorizations every month** –many are still processed manually, often by fax[2]

The Challenges

- **Breakdowns** commonly happen at major stages of document processing

Identifying the document type

Sending documents to the correct team

Determine actions to be taken

Routing these documents to the correct department or workflow is costly

Manually uploading to the system of record

Matching to member, case ID, auth ID or other

There's a Solution

Straight-Through Processing. But what is STP?

Straight-Through Processing refers to receiving, processing and integrating documents and data directly into the system of record, with minimal manual intervention.

- **From the moment a digital fax is received** Concord Connect™ routes documents and data to the correct department, workflow or case.

Digital fax documents are received

Documents are auto-identified and routed

Staff Review

Documents are indexed to member, case ID or workflow

Using Concord's Practical AI™ approach to Intelligent Document Processing, digital faxes are routed to the correct department, workflow, or case the moment they are received.

Concord CONNECT™ • → **Wellmark** Blue Cross Blue Shield

Concord Connect begins processing healthcare information the moment it is received. Helping payers streamline document workflows, reduce cost and boost their staff productivity.

Wellmark Blue Cross Blue Shield used Concord Connect to reduce manual document processing, reallocating **50+ staff** from routine tasks to more critical healthcare operations. **Learn More**

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Get a workflow assessment today or learn more at concord.net/concord-connect

1 Enhancing Efficiency in Healthcare - IJSAT Volume 16, Issue 1, January-March 2025
2 CAQH 2023