

Mailroom, Data Capture, EDI Output Solutions

A complete claims pre-adjudication package

Tela Sourcing has been providing onshore processing solutions since 1996, and offshore since 2003, to US HMOs, TPAs, insurance payers, managed care organizations and technology vendors. The domain knowledge, experience, and delivery expertise of Tela offers an integrated solution to customers for claims processing and healthcare-related application development.

Mailroom/Scanning Services

Tela handles over 2,000,000 transactions each month for 145 different clients representing both the public and the private sectors. All of these transactions involve one or more mailroom or image processing procedures and all have customized batching requirements. Tela provides thorough and secure production handling of all materials and sophisticated security of our facility and systems. Tela's systems and processes are built to include HIPAA compliance.

- Owned mailroom facilities in Frederick, MD and Springfield, VA.
- Established contracting partnerships with mailroom/scanning vendors in other locations nationally for those clients looking for a more local solution.
- Image storage and retrieval solutions available.

Data Capture

Tela has developed a robust HIPAA-compliant, secure data capture system that is highly customizable, both in terms of input and output parameters and data security safeguards. It ensures a 99.5% or higher accuracy of throughput at optimal productivity levels. It has modules designed to ensure high first-pass accuracy, requiring low audit and correction, while assuring superior auto-adjudication rates.

Features include:

- Proprietary three-engine OCR-based data capture system for standard claim form types, both "red" and "black".
- Double-key and compare process for non-standard form types, handwritten, or illegible claims.

Data Validation

- Entity Master Tables such as Location Masters, POS, TOB, Revenue, CPT, HCPC, Procedure and Diagnosis Code Tables, auto-line charge & claim total validations, date and field size, patient-insured relation logic, etc.
- Optional member and/or provider match, both electronic (auto) and manual.

PPO Routing

Tela has excellent relations with a number of national and regional PPO networks. Additional networks can be added at a client's request.

Based on group information provided by the client, Tela will set up crosswalks with the designated networks. The crosswalks use multiple data points (eligibility, group, and network information, etc.) that help us determine the PPO routing configurations.

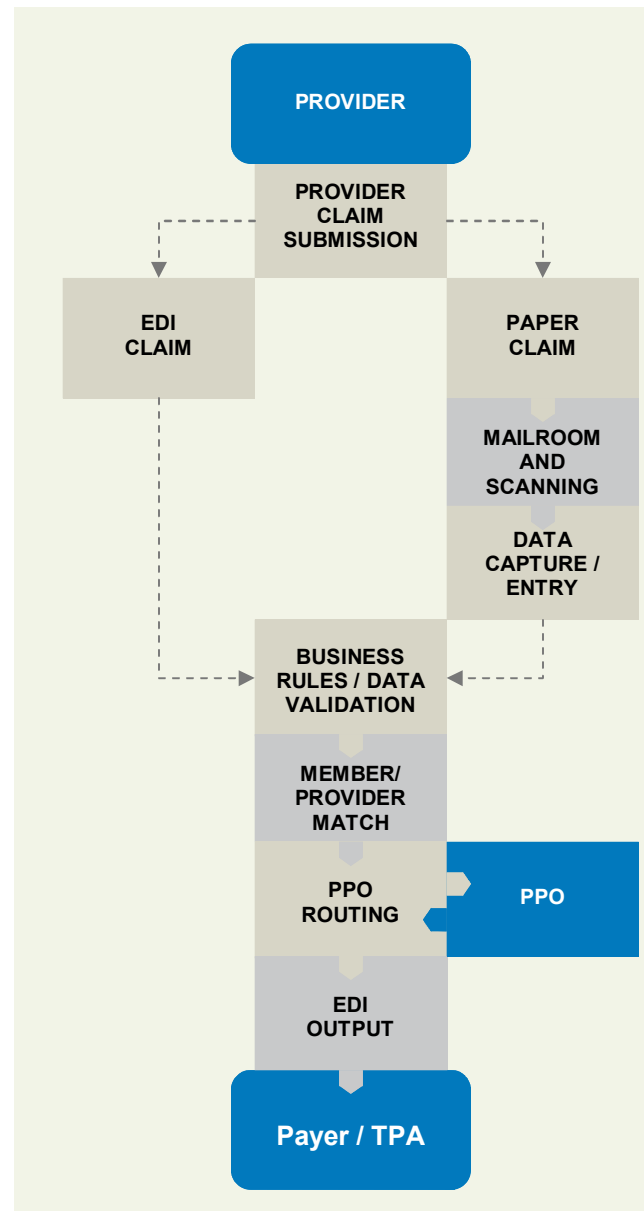
Those claims that do not hit on a primary network are tagged with an identifier and sent out to "rental" networks for repricing, if requested.

Data Output

Tela is an expert at generating 100% compliant 837 outputs. Approximately 90% of the over 24 million claims Tela processes annually are 837 compliant.

Tela's software applications and products - supporting delivery of 837 output formats - have evolved into a mature model that delivers consistently. Use of process rule controls and built-in 837 validations, coupled with third party 837 compliance structure and integrity checks, ensures that repeated 837 outputs generated will pass smoothly through any forward parsing system requiring a totally 837 compliant output.

Other supported outputs include NSF, ECSIF, EMC, XML, and PDF.



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