

**Solution Brief: Forms Management**

[www.verity.com](http://www.verity.com)

# Verity® Solutions in Healthcare



## Office Solutions Overview

*Xerox's commitment to meeting and exceeding customers' document-related challenges in the office has never been more evident. Working closely with our Xerox Business Partners, we custom-build solutions that leverage the power and flexibility of Xerox office technology.*

*Through partnerships, technology, and business process innovation, Xerox makes your work... flow.*

*This solution overview will provide you a brief description of how Xerox and our partner offerings continue to deliver solutions that satisfy your unique office workflow challenges, today and tomorrow.*

"We will be able to reduce processing and data entry costs using Verity TeleForm MediClaim to automate our manual processes."

—Gordon Hilton, Hawaii Medical Service Association



**Xerox  
Business  
Partner**

## Capturing Content and Automating Processes in Healthcare and Pharma



Healthcare and pharmaceutical organizations worldwide face the daunting challenge of managing an ever-growing number of information-based processes. In particular, healthcare providers, carriers, agencies and payers struggle with the ongoing demands and costs related to processing medical claims. Manually keying patient and provider information, diagnosis and treatment codes and other critical data into acceptable database formats is time-consuming and prone to errors.

In the pharmaceutical industry, efficient information-based processes can make the difference between identifying the most promising compounds earlier in the discovery process, decreasing the number of clinical trials that lead to dead-ends, and increasing the number of drugs companies successfully take to market. While the value of these information-based processes

are clear, many organizations fail to collect all of the data they need because of the time, expense and resources involved in manual data entry.

Only Verity® delivers the capabilities necessary to respond to these challenges. Hundreds of medical organizations and pharmaceutical companies worldwide have turned to Verity, the recognized leader in intellectual capital management, to automate data entry, improve claim payment turnaround and speed access to critical research information.

Verity's content capture and process automation solutions include:

### Verity® TeleForm®

Verity TeleForm is a high-accuracy, high-throughput content capture system that reduces manual data entry and drives efficiency by automat-



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ing the scanning, recognition and verification of clinical trial information, medical case reports, research and other important health-related information. Whether the forms are faxed, emailed or sent over the Internet with the TeleForm eForm option, TeleForm converts the data at accuracy rates approaching 100% before exporting it to any one of a number of back-end systems.

### Verity® LiquidOffice™

Verity LiquidOffice is a Web-based solution for creating, deploying and automatically managing the routing, tracking and approval processes for electronic forms such as prescription orders, patient encounter forms, case report forms, patient surveys and research forms. LiquidOffice capabilities have also been used to automatically track the status of patients across multiple locations, including home care, as well as to comply with government regulations for medical care accountability.

### Verity MediClaim

Verity MediClaim provides a comprehensive, high-volume enterprise solution for scanning insurance claim forms and automating the collection and processing of claim payment data. Leading insurance third-party administrators, HMOs and medical organizations have shown that MediClaim expedites claim payment workflow, reduces costly errors and payment disputes, minimizes claim adjudication costs, and increases customer satisfaction.

### The Benefits of Verity's Business Process Automation Solutions

Pharmaceutical companies and leading health organizations from across the world such as Royal College of Physicians, Children's Hospital Los Angeles, Sutter Pacific Heart Centers, Henry Ford Health System, Ohio State University

Comprehensive Cancer Center, and The Ottawa Hospital take advantage of Verity TeleForm, Verity MediClaim and/or Verity LiquidOffice to:

- **Lower Processing Costs:** Electronic forms eliminate paper copying, faxing, mailing, filing and storage costs. Verity solutions can speed the processing of claims by as much as 98%, saving time and improving patient service.
- **Productivity:** Electronic routing, tracking and approval of online forms and documents enable institutions to process more data with less staff. The solution can reduce processing costs by as much as 90%, and eliminate form sorting through automatic form identification.
- **Improve Customer Service:** Customer service is improved through rapid data processing and online archive of completed forms.
- **Improve Patient or Research Data Collection:** Automated collection and processing of paper and digital forms facilitate faster and more accurate research studies.
- **Leverage Existing Technology Investments:** Verity's commitment to open standards ensures effortless integration with existing databases, content management and back-office systems

### Typical Configuration

#### Hardware

Xerox WorkCentre™ Pro Series  
Scan Enablement for Xerox WorkCentre Pro

#### Software

**Verity Teleform Enterprise License**  
(includes Scan Station, Reader, Verifier, Designer, AutoMerge Publisher, Remote Capture Station)

**Verity LiquidOffice Workgroup bundle**  
(includes Forms Designer, Server, Users, integration with WorkCentre Pro devices)

Or

**Verity LiquidOffice Enterprise bundle**  
(includes Workgroup bundle plus Advanced Process Manager and Users)

## Xerox Products/ Services Supported

### Document Centres

DC535/545/555ST (0.26.32.0, 0.27.18)

DC490/480/470/460ST (7.0.19.02.503, 7.0.19.05.509)

DC240/255/265ST (6.08)

DC425/432/440ST (GenRelease3\_2\_1s)

DC332/340ST (Launch)

### Workcentre Pros

WCPro65/75/90 (1.1.2.63)

WCPro35/45/55 (3.97.20.0)

WCPro32/40 Color (0.001.02.059)

WCPro165/175 (7.047.30.000)

WCPro2128/2636/3545 Color (0.001.04.044)

WCPro123/128 (1.202.0)

## Contacts

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