



# Elevating Employees with Medforce's Filing Service

Case Study

**Home Medical Equipment Provider**

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## Elevating Employees with Medforce's Filing Service

Focused on growing its reputation as a dedicated provider of high quality products and superior service, a Home Medical Equipment provider was very diligent about assessing operations and looking for opportunities for improvement. With competitive bidding and reimbursement cutbacks threatening margins, the leadership team needed all hands on deck to be focused on forwarding the mission. Looking more closely at their staff filer who was responsible for getting documentation into patient files, the company decided her time was better used focused on direct patient service.

### Solution & Results

"It just made sense," says the company's Operations Manager. "You could spend less money to outsource it. You could spend as much or less and get a more streamlined process. We place all of our files into a secure FTP site and it will automatically upload and then the [Medforce] Filing Service takes care of it. We don't even have to do anything."

Plus, the turnaround time is a lot faster. Before, the company only had one person working part time to file. It took a long time to get all of the documents in – sometimes as long as 2 weeks. Now, it is less than two days. Especially when having to respond to audits, documentation needs to be readily available and easily accessible to submit quickly for a review or an appeal.

But the real value was in being able to redirect the filer's time to more strategic activities. The Operations Manager explains, "[Our filer] was somebody who was really smart; she's gone on to college. She was able to

help with intake, putting in orders, CPAP and BiPAP intake. We could really use her as a resource. It felt like we were wasting her abilities when we were shorthanded on the customer service side. So we moved her over to do that instead."

The company puts about 15,000 pages of documentation through the Medforce Filing Service each month and enjoys the efficiency of having zero backlog. Beyond the lower cost of outsourcing, saving the time of the other employees trying to find documentation to respond to audits has been a substantial cost savings as well. For everyone at the company, the Filing Service has given them more time to dedicate to business and patient needs.

## Solutions Applied

Filing Service



*The Medforce Filing Service saves us the time and money of not just the filing.... but also the retrieving of the documents. We don't have a backlog, so there isn't a lot of running around searching for documents we need for audits. When you think of it from the grand scheme, it saves us a lot.*

– Operations Manager, Home Medical Equipment Provider



## About Medforce Technologies

Medforce Technologies provides productivity-enhancing software and services to help healthcare organizations adapt quickly to change and do more with less. Our flexible and highly-customizable document and process management products work across all areas of your business from intake and claims to mailroom, AP and HR, and assist in daily decision making based on real time information and strategic priority.

All of Medforce's software conforms to your preferred way of operating and returns more time and money to fuel your mission.

To learn more about the power of productivity, visit [www.medforcetech.com](http://www.medforcetech.com).

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### **Our product suite includes six core products:**

- CommandCenter** – Business process management
- ContentCenter** – Document management
- RemitCenter** – Denial Management
- SignCenter** – e-Signature
- FormsCenter** – Electronic form designer
- ZipMit** – esMD solution

We also offer product enhancements and additional services. Some examples include: our electronic Fax Service and Medforce Apps, a suite of turnkey workflow solutions that address the industry's greatest pain points such as Referral Management and Overpayments Management. Everything we do is focused on improving the efficiency and productivity of healthcare businesses.