



DIGITIZED MAIL . . . A Workflow System that will improve the Member Experience!

ClaimSecure is pleased to announce the first phase of our automated workflow system starting in September 2011. There will be three phases introduced as follows:

Dental	September 2011
Drug	October, 2011
Extended Health Care	November, 2011

WHAT IS A WORKFLOW SYSTEM?

Workflow is a digitized mail system that improves the internal efficiencies of mail received in our office. It works like this . . . The mail arrives in our mailroom. Claim forms and receipts are scanned. Images are produced. These images are automatically routed to the appropriate claims adjudication working group for processing. The images are stored electronically for easy access.

WHAT ARE THE BENEFITS TO OUR MEMBERS?

- Eliminates manual sorting and data input of claims information - *higher accuracy rates*
- The digitized image facilitates instant retrieval of claims – *First call resolution – Our Customer Response Centre (CRC) agents are able to view the submitted claim and receipts during the call even if the claim is still pending.*
- The digitized images can be e-mailed instantly to the member upon request.
- Members can see all digitized images in their eProfile account.

It is ClaimSecure's goal to continually review and recommend processes that will improve member experience - whether it is the processing of their claims or utilizing calling in to request information or assistance. The workflow system allows that to happen!

If you have any questions, please don't hesitate to contact your designated Client Service Associate at 1-888-479-7587 for assistance.

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