

FRONT END PROCESSING

Electronic Data Interchange (EDI) Transaction

Receipt and Delivery: Secure file transmission methods to exchange electronic data include: TCP/IP, NDM, Internet Portals, dedicated connections, direct data entry and other standard file transmission protocols. Through these connections, temporary storage of electronic files is provided until processing is scheduled. Service features include balancing, offer acknowledgement, notification of completed transmissions, and the flexibility for additional reporting based on client and/ or trading partner request. Standard balancing is performed to ensure the following minimum file requirements are met:

- Empty file check
- Duplicate file check
- Partial file check
- Claim count – a count of the CLM segments contained in the file, also used for balancing routines throughout the translation process

EDI Transaction Validation: HIPAA standardized Healthcare Transaction files are validated and translated into specified file formats using Sybase EDI products. Following validation and translation, a variety of files and reports are generated, including the HIPAA acknowledgment formats, and forwarded automatically to the appropriate destination. Standard editing services include:

- Compliance checking (Level 1 – 4)
- File transfer to the mainframe
- Seven-day file retention
- Alerts for all process issues
- File management

Editing is also available to all 7 of the recommended levels of compliance. Levels 6 and 7 apply directly to trading partner and business-specific rules and cannot be standardized. Standard testing is performed for EDI files and includes: EDI Syntax Integrity Testing, Requirement Testing, Balancing, and Situation Testing.

EDI Translation Services: The Sybase suite of EDI products allows CGS to perform translation of the EDI transactions to convert them into a standardized file format to be used for system processing. Currently, CGS translates all EDI file transactions into standard flat files for batch processing, and we have the capabilities to stream the ANSI formatted files to the client's processing system upon request. In those cases where the processing system is different than the data collection system (e.g. Web interface to mainframe processing system), files received via Direct Data Entry are formatted into the HIPAA-approved file format for the transaction and follow the standard validation and translation services.

EDI Support Services: CGS employs a dedicated team of EDI support representatives that provide all technical support services to our trading partners. EDI support staff provides support on all aspects of the EDI processes including Trading Partner enrollment, file transmission errors, HIPAA file format development and editing, business rule edit resolution, and a variety of other EDI-related inquiries.

Mailroom Receipts: United States Postal Service, Federal Express and the United Parcel Service deliver mail several times a day. Mail is immediately prepared for processing and distribution, and each envelope is counted and controlled from the time it enters the facility until it is sent to storage or shredded. Documents sent to storage are maintained according to the clients document retention guidelines or shredded based on client guidelines.

Front End Processing: Inbound mail is sorted first by the work type, and sorted again according to the business rules for the Client. Envelopes are opened and prepared for scanning or delivery.

Scanning: The mailroom processes and scans all hardcopy receipts within 24 hours of receipt, ensuring that documents are imaged and available for electronic processing and retention. Hardcopy receipts are converted to an electronic format using Kodak i860 and Kodak 9520 high speed scanners. In cases where data files are used to populate other systems, CGS uses Optical Character Recognition (OCR) technology to convert hardcopy forms into electronic data files. Data entry clerks are available to correct OCR read errors and key data into the OCR system when necessary for automated processing.

Document Storage: Documents are temporarily stored in a local warehouse facility for up to 30 days for convenient access if needed. Documents not requiring long-term storage are shredded within 30 days using an external document destruction company. Documents requiring long-term storage are sent to an offsite storage contractor and indexed for easy storage and retrieval. These services provide flexibility to destroy or retain documents based on client requirements.