



Organization Name:
Oklahoma Health Care Authority

Industry:
Government

Type:
Insurance

Founded:
1890

Type:
Insurance

Location:
Oklahoma City, Oklahoma

Founded:
Jan. 1, 1995

For more than 20 years, the Oklahoma Health Care Authority (OHCA) has been the state agency administering SoonerCare, the Medicaid program for Oklahoma. OHCA also operates Insure Oklahoma, a program that provides small businesses and qualifying adults with discounted healthcare coverage for their families.

Over one quarter of Oklahoma's population was enrolled in OHCA programs in 2017.



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DECREASING COSTS AND IMPROVING MEMBER SERVICES THROUGH INNOVATION

To decrease expenditures, streamline work processes, and enhance member services, OHCA upgraded from a legacy document capture platform to Grooper. They quickly saw numerous benefits in working with documents and data that helped them become much more efficient, improve member service in new ways, and provide solutions to every department.

“ Practically every unit here within our agency uses Grooper on some level. It has cut down on our indexing time by 70 percent. ”

-Ryan Freeman-Smith, Manager, Oklahoma Health Care Authority

KEY OUTCOMES

- Budget constraints met
- Manual entry decreased by 70%
- Staff re-purposed for higher level tasks
- Document processes built four times faster
- Two-way connectivity with content management system
- Complying with audits faster and easier
- Organization-wide usage
- Protecting personal data
- Legal case preparation

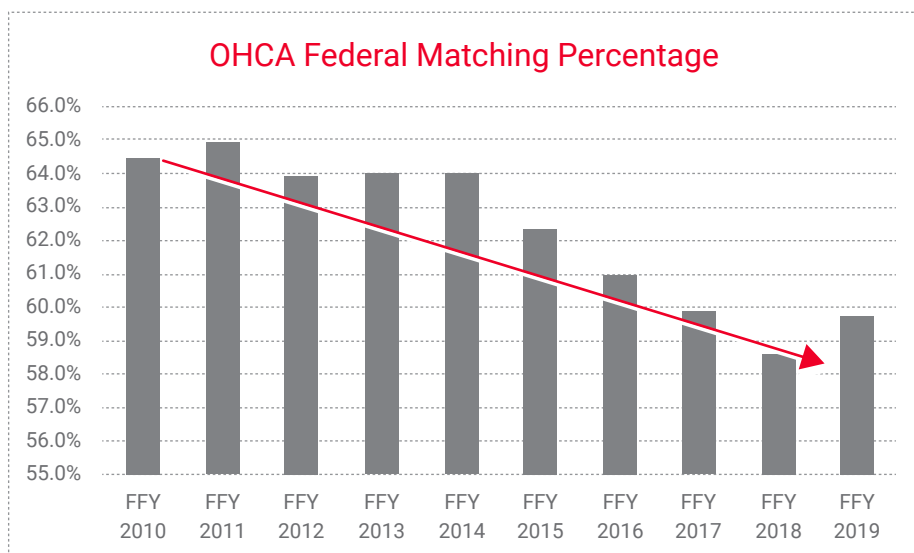
MAINTAIN GOALS AND INCREASE EFFICIENCY

The state of Oklahoma began experiencing federal match percentage decreases in 2009, so budget funds for OHCA were cut by millions of dollars each year for several years in a row. To meet the decreasing budget, OHCA implemented several program cuts, which included administrative and services reductions.

OHCA technology included legacy document and data capture software that was very limited and doing little to positively impact the budget. Meanwhile, one of OHCA's Mission Statement Goals reads: "Promote efficiency and innovation in the administration of OHCA." In striving for efficiency and innovation, they knew that new and more capable technologies could mean better ways to enhance member care and improve the organization's efficiency.

In 2015, OHCA began looking for a more capable solution that was customizable and would integrate with other data repositories. They found BIS and their data and document processing platform, Grooper.

After viewing a product demonstration displaying the program's unique capabilities, OHCA chose Grooper as their new platform. Ryan Freeman-Smith, OHCA manager, attended Grooper training. He learned about Grooper's full capabilities and how to operate the software. OHCA was able to quickly begin using Grooper to complete tasks efficiently, saving them time and money, and improving services to members.



LABOR RE-PURPOSED FOR HIGHER LEVEL PROJECTS

As OHCA's legacy capture software did a poor job of indexing information, this left staff with a time-consuming workload performing manual indexing. The legacy software relied on zonal OCR, which meant that it would not run recognition on the entire page, but only on small zones that were time consuming to set or adjust. In the event that a printed page was offset as little as 1/16 of an inch from the template, which was not uncommon, the capture system wouldn't recognize or index the data.

When OCR zones did capture data, it wasn't an entire page of data, but only a handful of data fields. The capture system's limitations meant that staff in the records department spent much of their time manually indexing the rest of the data into system databases.

After Grooper was implemented, Freeman-Smith estimates that the software's advanced OCR process cut OHCA's indexing time by 70 percent. In addition to efficient indexing, Grooper separates and classifies documents. With the employee's time freed up, Freeman-Smith was able to re-purpose staff members to new positions within the agency.

INDEXING TIME
70%



MORE COST AND LABOR REDUCTIONS

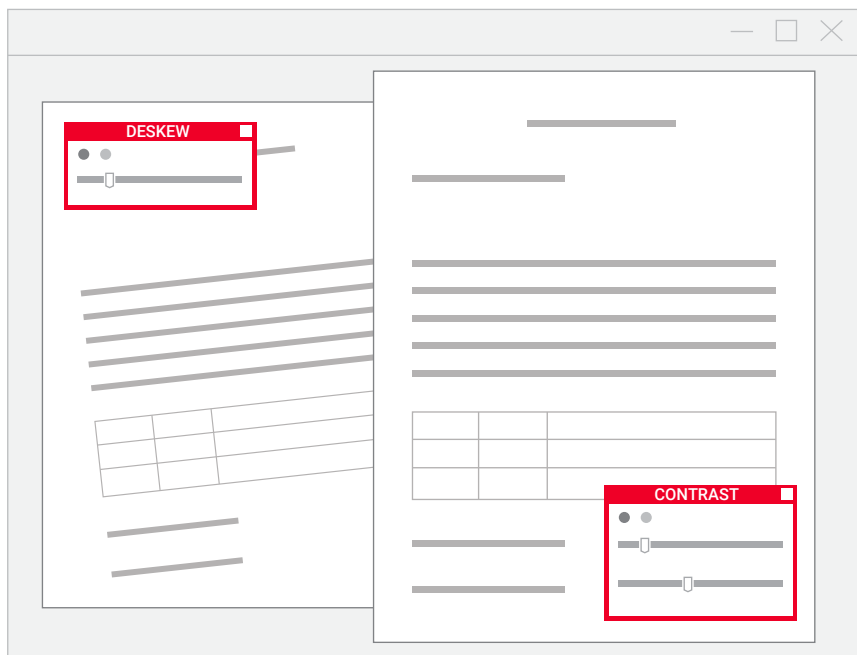
OHCA's previous software didn't understand what documents were being scanned. To communicate this to the software, separator sheets with barcodes had to be printed and manually added in front of each document. This led to buying more paper and spending more time creating, printing, and manually inserting the sheets.

Grooper eliminated the cost and hassle of separator sheets by using computer vision technology to recognize, separate and classify individual documents. OHCA was able to save money due by removing the labor, paper, and printing expenses.

DOCUMENT MODERNIZATION

To improve the readability of older documents contained within a digital repository, OHCA needed the ability to move them into a program that could perform clean-ups. With previous software, they were unable to integrate with content repositories or perform high-quality image corrections.

Freeman-Smith reported that Grooper was a great tool that made moving documents between content systems quick and easy. Included image clean-up tools functioning as an automated graphics editor improved the readability of older OHCA documents. Common clean-ups performed by OHCA involved despeckling, deskewing, cleaning up areas around text, and adjusting the contrast to lighten or darken documents.



Scan Once Technology enables easy image cleanup.



BUILD PROCESSES FOUR TIMES FASTER

Freeman-Smith built processes in the legacy capture software to set OCR zones and other parameters needed to index various types of records and documents. Because the software wasn't user friendly, Freeman-Smith estimated it took him one and-a-half to two days to create a fairly simple process to capture information. Any time OHCA began using a new document, or a document was re-designed, he had to build a new process.

Freeman-Smith is now able to complete the same task in three to four hours, meaning he can build processes at least four times faster with Grooper. Not only is it faster to create a process in Grooper, the processes created in Grooper are at least 70% more efficient because of improved OCR and extraction tools.

“Something that would take me a day and-a-half to two days in KTM to build, I could probably have it built within three to four hours with Grooper.”

-Ryan Freeman-Smith, Manager, Oklahoma Health Care Authority

OHCA leadership believes that applications can be built much faster in Grooper due to not needing third-party add-ons to complete projects. “One of the big benefits with Grooper is that its capabilities are available right away, out of the box,” said Freeman-Smith.

Wearing many hats for OHCA, Freeman-Smith can now devote the time saved to his many other responsibilities.

IMPROVED MEMBER SERVICES

Information Available Faster

Due to Grooper's ease of use, information is being scanned into systems sooner. Previously, OHCA employees only scanned their documents monthly or quarterly.

"But now, a lot of our people now are scanning in their stuff weekly or as they get it because they're comfortable with the software," said Freeman-Smith. As a result, member information is processed much faster. When members contact OHCA with questions regarding their information, OHCA is able to answer questions and supply information much quicker.

Helping Members Arrive for Appointments on Time

At OHCA, Grooper is helping capture all patient information. This includes patient name, date of birth, social security number, provider ID number, and the name of the health care facility.

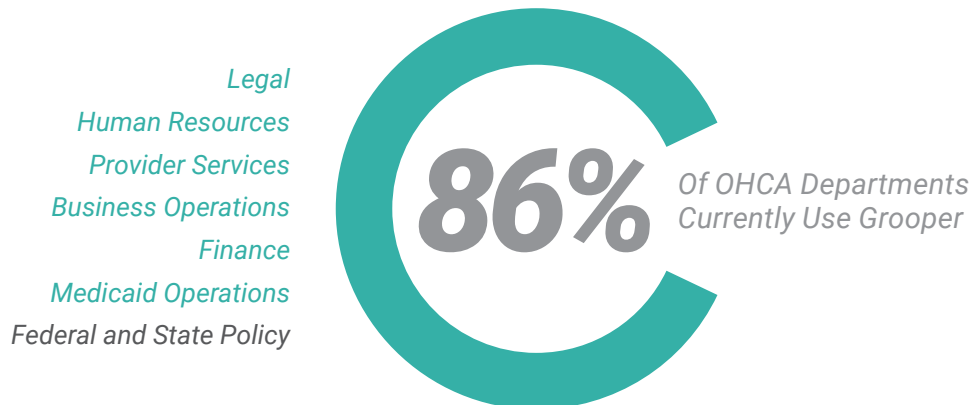
Capturing member addresses is also becoming more important for OHCA. One service they provide includes picking up members who can't drive in order to help them attend doctor appointments. If the agency doesn't have up-to-date addresses, OHCA vehicles drive to the wrong address and members are late or miss appointments. By quickly and accurately processing up-to-date addresses, Grooper helps OHCA members arrive at appointments on time.



SOLUTIONS FOR EVERY DEPARTMENT

Over time, Freeman-Smith said all seven OHCA departments have begun to use Grooper for document processing. In particular, it is being used to process patient information, capture invoices and claims, help in the process of depositing checks or paying fees, and analyze legal and pharmacy contracts.

“We have such a wide variety of ways we use Grooper. The more popular it becomes (at OHCA) with its user friendliness, it makes more people willing to let go of holding onto paper,” said Freeman-Smith.



PROTECTION OF PERSONAL DATA

Grooper is helping OHCA protect the sensitive data of members and remain compliant with HIPAA and other regulations. Audits, legal cases, or purchasing claim issues result in OHCA transmitting documents containing member information or other sensitive data.

Prior to sending out the required documents, Grooper’s redaction mode can be turned on. When the sensitive information is found, a version with redacted elements is created. Also, Grooper can move original versions to more secure locations in OHCA file systems and leave redacted versions in the original location.

LEGAL CASE PREPARATION

Not long after implementing Grooper, OHCA needed historical information to prepare for an upcoming legal case. The information they needed was stored on PDFs containing 20 years of information. The PDFs were not text searchable. OHCA staff tested many different methods of transforming the files without success.

When it comes to end-user training Grooper's self-explanatory. It kind of has the (Microsoft) Office feel and look, so people are already familiar with it. Sometimes if it's new software, they are scared to use it. But Grooper was a smooth, easy transition. Once they go through the process, they've got it down pat.

-Ryan Freeman-Smith, Manager, Oklahoma Health Care Authority

When OHCA staff met to find a solution, Freeman-Smith suggested Grooper and mentioned its capabilities. The PDFs were processed through Grooper and moved to a shared drive so OHCA staff could easily search the historical data. OHCA was able to find the data quickly for the upcoming case, and OHCA executives began to realize Grooper's full potential for their entire agency.

SIMPLE TRAINING AND SUPERIOR SUPPORT

As Grooper software updates are issued, Freeman-Smith doesn't have to spend time installing the update on each machine. Instead, he can push out a Microsoft MSI file that contains the software update to all machines.

Freeman-Smith reported that Grooper support services were a pleasant surprise. "The IT staff here hasn't had any issues with Grooper. Product support, compared to what we were used to, is hands-down easier," said Freeman-Smith.

