

CURING PAYERS FAX HEADACHES



If you're dealing with faxes as part of your day-to-day business, it can give you quite the headache.

48%

use fax machines or multi-function printers with fax capabilities to enable providers and members to submit patient clinical documents to their organization.

This includes claims, risk adjustment reviews, appeals and grievances, and more.

This equates into **thousands of pages** of documents a day.

It often takes a large administrative staff to manually categorize, index, route, and key in data from incoming faxes.

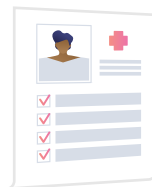


APPROXIMATELY HOW MANY
ADMINISTRATIVE STAFF
does your organization have assigned to
manually process incoming faxes into
medical management or claims systems?

75%
said 1-60

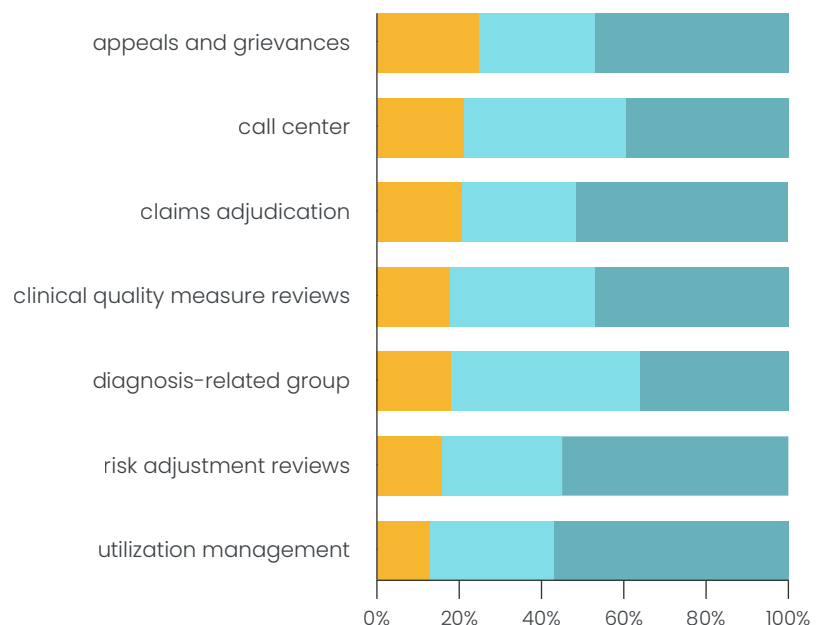
12%
said 61-100

12%
said more than
100



HOW ARE PATIENT CLINICAL DOCUMENTS
received by fax PROCESSED?

Automatically Manually Both



39%

of payers worry their fax system's poor performance will prevent them from making decisions in a timely manner.





(78% worry daily, weekly or monthly about this!)



There is a cure...

Advancements made in cloud based fax services make it a more reliable, scalable, and cost-effective solution over traditional fax technologies. More and more enterprises choose to replace outdated solutions in favor of the cloud.

There are a few things to consider when implementing cloud fax:

Pain Point	The Cure	Benefits
 Costly upgrades, supplies, and ongoing maintenance	Reduction in costs	Removes the need for machines, paper, or ink supplies No more repairs, jams, software patches, or tech updates
 Low reliability	Consistent delivery rates, availability, and uptime	Constant monitoring of fax traffic ensures maximum throughput with minimal response times Active-Active architecture meaning two datacenters actively operate identical redundant services at the same time
 Security concerns	Enhanced security	A reduction in physical documents which may be compromised Authentication of users before being granted access to sending or viewing documents Encryption of documents being sent
 Sometimes a lack of reporting and visibility	New reporting and workflow capabilities	Real-time status updates, data extraction, and document workflows Enhanced speed, security, and efficiency

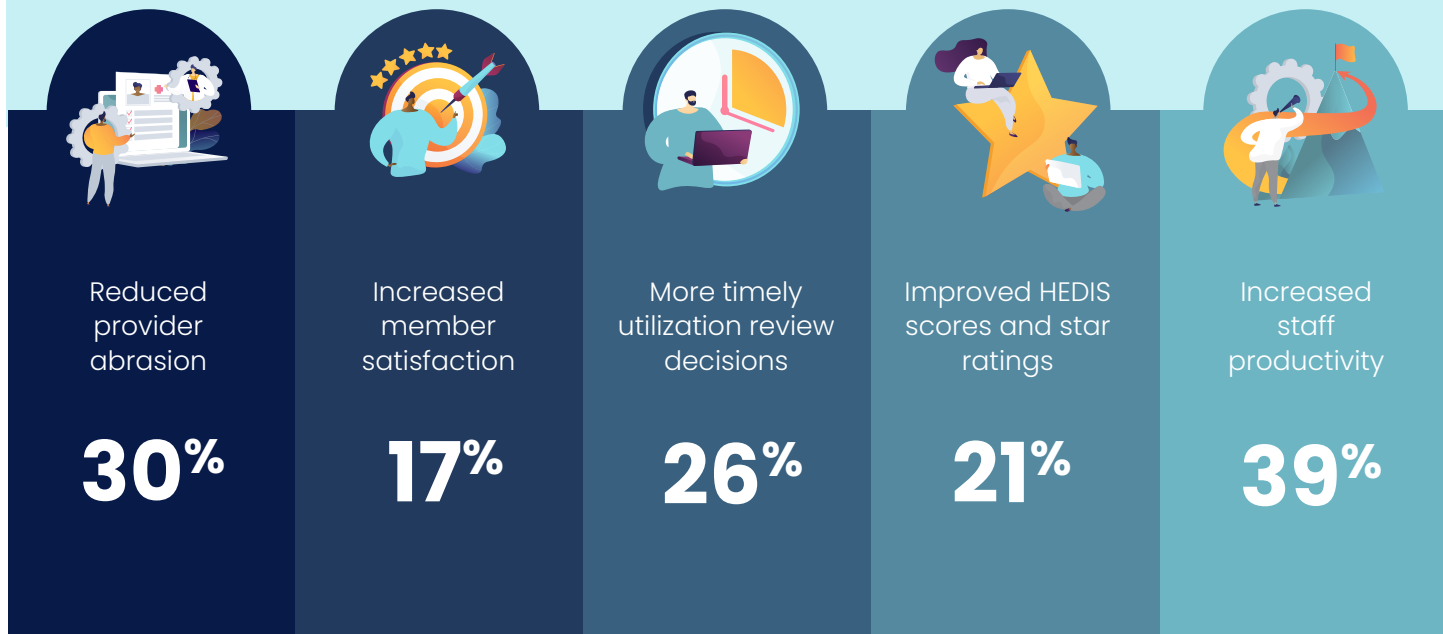


Many peers are already making investing in a more reliable and effective digital fax solution a priority for their organization.

75% of payer respondents indicate this is a priority for their organization

WHAT BENEFITS WOULD YOUR ORGANIZATION LIKELY EXPERIENCE

using a more reliable and effective digital fax system?



Read the full white paper [HERE](#).

Over a hundred health plan employees from major payers participated in this informative survey.



ARE YOU READY TO FIND A CURE FOR YOUR FAX HEADACHES?

Concord Technologies is responsible for sending and receiving millions of documents every day in healthcare, technology, and financial markets. With a 97% customer retention rate and excellent delivery reliability, Concord is committed to being the partner you can trust with your data.

Contact us today at sales@concord.net.



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