



Goals:

- Effectively manage an increase in document-processing requirements stemming from three new Department of Defense (DOD) contracts.
- Streamline contact center workflow by reducing document-generation time.
- Enhance the professionalism and accuracy of all documents.
- Build an intuitive, easy-to-use, and easy-to-learn document-generation system that reduces user training time.

Challenges:

- Find a single document solution with both the flexibility to meet on-demand, interactive document-generation requirements, and the scalability to meet any batch production volume.
- Implement and operate the document-generation system within a short, four-month time frame.
- Ensure that claims service reps become efficient on the new system as the contact center staff size doubles.

Key results:

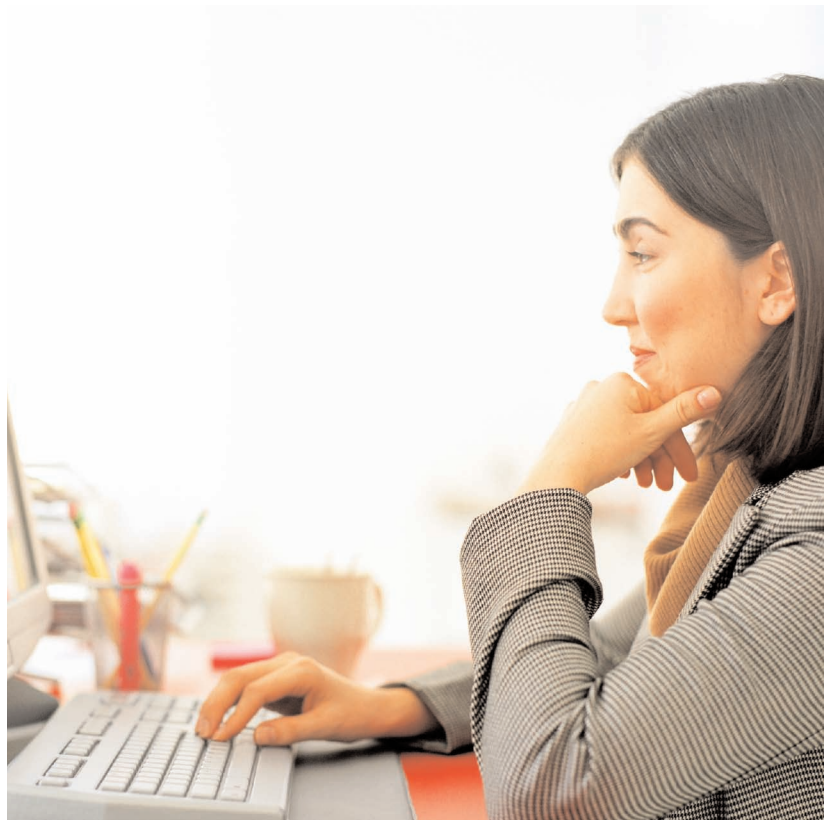
Using Cincom Document Solutions, Wisconsin Physicians Service has:

- Improved its ability to efficiently handle increased claims processing – generating up to 25,000 documents per day and 4.5 million per year.
- Reduced edit time on document models from days to minutes.
- Cut average document-generation time and claimant call times by over 40%.
- Reduced document-generation user training time from five days to two.

Profile in success: **Wisconsin Physicians Service**

Wisconsin Physicians Service improves claims processing efficiency with Cincom Document Solutions

(while document volumes triple to over 4.5 million!)



Background

The Wisconsin Physicians Service Insurance Corporation (WPS) is based in Madison, Wisconsin. Founded in 1946, the charter mission of the WPS was to provide low-cost health insurance that would enable the residents of Wisconsin to afford their healthcare expenses. Today, WPS remains at the forefront of affordable healthcare by offering flexible, cost-effective health-plan solutions. In addition, WPS has a division (TRICARE) that administers claims processing for several Department of Defense (DOD) contracts, which includes providing the contact center personnel that serve the DOD's claimants – both in the US and abroad.

Situation

Previously, WPS processed claims using several document communications systems, including a mix of purchased and in-house-written systems on their mainframe. With these systems, WPS experienced system downtime along with numerous complaints regarding the quality and professionalism of documents. Maintenance of the system and the documents was a difficult process as well causing delays in changes to required documents. With the prospect of being awarded three new DOD contracts that would double the contact center staff and more than triple document volumes on the horizon, WPS needed a more efficient, dependable system with the scalability to meet the increased claims-processing workload, as well as the flexibility to address strict DOD service-level requirements.

Looking for a better document communications solution

When WPS learned that the DOD was seeking bids for three new claims-services contracts, they saw an opportunity to substantially grow the business. WPS knew if they were to win any of the new contracts, the number of claims would be substantially higher than their current contracts, and if they were awarded all three, the number of claims they would be required to process would MORE than triple. This rapid and exponential growth would require a better document communications solution that included:

- A **single solution** with both the flexibility to meet on-demand, interactive document-generation requirements and the scalability to address batch production volumes.
- A **mainframe-based solution** to optimize their legacy investments as well as provide access to claims data stored in VSAM data structures.
- A **web-based user interface** that is easy to learn, easy to use, and empowers contact center personnel to quickly generate claimant documents “on the fly” – while on the phone.
- An **intuitive design environment** that provides the tools for authors to easily manage and control access to document repositories, quickly update document models, and enhance the professionalism and accuracy of all document communications – batch and interactive.

“The problem with the previous system was that it was not flexible enough. Also, our customers complained that many of our letters did not look professional. With no way to control document access, many different people could make changes to client documents without approval. The result was that we were delivering less than desired quality on documents and letters to our customers.”

- Dave True, Director, TRICARE Customer Service

As it turned out, WPS was awarded all three DOD contracts, and subsequently chose Cincom Document Solutions to meet its enhanced document requirements.

Getting up and running quickly, expertly

After lengthy delays with the contract award process, WPS was left with only four months to implement its new document solution. With the deadline looming, Cincom’s Professional Services Team worked swiftly and diligently with WPS developers to build a four-month implementation plan. Within the four-month period, over 160 tasks were undertaken concurrently to meet the deadline, including: several systems written and tested, database designs finalized, document models prepared, and several hundred contact center employees hired and trained. After thorough, rigorous testing, WPS successfully launched Cincom Document Solutions into production within the four-month window that the DOD contracts mandated. The new document communications system includes batch-oriented document models that can be requested by applications as they run, and on-demand document models that can be requested “on the fly” by claims service representatives.

“Cincom worked side-by-side with our team to deliver the solution within a very tight time frame.”

- Julie Hearly, Senior Programmer/
Analyst/Project Manager, WPS

Simplifying contact center processes

As set forth by the new contracts, each month more customers were added. Initially, WPS expected to receive 3,000 calls to its claims contact center every Monday. In reality, WPS received over 10,000 calls – which grew to over 25,000 per day – resulting in a threefold increase and an estimated 4.5 million documents produced in the first year alone! Of the 4.5 million documents produced, 1.5 million of those are generated “on the fly” as service representatives are interacting with claimants on the phone.

With Cincom Document Solutions, WPS claims service representatives use a browser-based interface to select from over 120 document models and dynamically assemble documents on-demand significantly reducing call times by over 40%! And, according to Susan Flanigan, TRICARE Claims Resolution Supervisor, “Our claims representatives now have the ability to add free-form text providing more personalized, better-looking letters in addition to providing faster responses to clients.”

“Cincom’s Document Solution has enabled WPS to meet and exceed our performance in support of our valuable customers. WPS has removed the manual steps from our document process and created greater efficiencies by automating our document process with Cincom Document Solutions. WPS is proud of the quality and professional documents we generate.”

- Brian Brugger, Senior Vice-President, TRICARE Division

Cincom Document Solutions’ intuitive design environment has enabled WPS to manage over 3,000 document models with only two model authors. These authors have been able to edit, test, and implement model changes within minutes while improving the accuracy of their document models with minimal IT assistance.

As author Susan Flanigan explains, “We are able to make changes to our document models, test them, and put them into production in minutes – instead of the five-day turnaround of the past.”

“Cincom Document Solutions is better, faster, and easier to use ... reducing our new-hire training time by 60%.”

- Terry Runkle, TRICARE Customer Service Supervisor

Making a difference

With the current WPS incoming call volume being over three times the volume generated under previous contracts, the efficiency provided by Cincom Document Solutions has enabled WPS to handle the increased volume by only doubling its claims service staff. Information from the WPS claims processing system’s database (VSAM files) is automatically passed (via MQ-Series) to Cincom Document Solutions to produce documents in accordance with the WPS guidelines. Through a fully automated step-through process that is directly integrated with its existing archive system, WPS claims service representatives are now able to generate documents while simultaneously sending them to the archive. And, the easy-to-use, web-based functionality of Cincom Document Solutions has reduced the document-generation training time for new service representatives from five days to two!

After choosing Cincom Document Solutions for the job, WPS has enjoyed improved document-processing efficiency with increased flexibility and scalability. The intuitive, well-designed features and functions of Cincom Document Solutions provide WPS with valuable costs-savings through reductions in both training and production time.

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World Headquarters • Cincinnati, OH USA • US 1-800-2CINCOM
Fax 1-513-612-2000 • International 1-513-612-2769
E-mail info@cincom.com • <http://www.cincom.com>

