

HEALTH INSURANCE

Automating Contract Generation & Management with Intelledox & SharePoint

INDUSTRY

Health Insurance

PROFILE

Intelledox is the leading Australian document creation software product. The smart software helps government and corporate organizations to reduce their business as usual costs through automation of common or complex document or form-related processes.

BUSINESS ENVIRONMENT

Health Insurance is a highly regulated industry. Accurate and compliant information needs to be presented to customers in a timely manner. Policy documents that are issued to customers are often complex and have strict legal and coverage implications.

The Health Insurance sector is dedicated to meeting the diverse healthcare needs of all those it serves. Intelledox facilitates the automated assembly of contracts between its state based members and healthcare service provider network. Intelledox ensures the centralized management of core content, and delivers consistent document presentation and accuracy.

The Intelledox intelligent document creation platform has been chosen by health insurance companies to replace existing manual and technology driven processes.

BUSINESS CHALLENGE

For most organizations, including the health sector, there are numerous business challenges such as:

- Management of corporate content and its presentation to various audiences
- Accurate and compliant communications with customers, partners and suppliers
- Efficient use of available resources and time
- Efficient use of IT technologies
- Implementation of true IT enablement strategies and tools
- The ability to respond on time
- The ability to meet legislative, legal, corporate, audit and quality requirements

One key area where we have assisted health organizations is with the management of contracts which are critical to underpinning their business and meeting HIPPA requirements.

THE INTELLEDOX/SHAREPOINT SOLUTION

Members of the health insurance industry are utilizing the Intelledox document creation platform to automate the contract generation process. The integration of Intelledox and Microsoft SharePoint ensures quality creation and content management as part of a holistic approach to the document management lifecycle of contracts. Intelledox is also used to manage core elements and document design and presentation.

“Specifically designed to improve efficiency and accuracy, the combination of Intelledox and Microsoft SharePoint significantly reduces time to create contracts...”

INTELLEDOX & SHAREPOINT – ELIMINATING ‘CONTENT CHAOS’

Access to quality content in the highly regulated health insurance sector simply makes good business sense. By integrating Intelledox and SharePoint, health insurance providers effectively eliminate ‘content chaos’ and address the ubiquitous problem of “garbage in – garbage out.”

The combination of Intelledox and Microsoft SharePoint allows the business to focus on their core business, and achieve content harmony.

Key corporate elements are centrally managed and approved, and business rules are locked down, ensuring consistency and accuracy and limiting compliance exposure risk.

BUSINESS BENEFITS

With the Intelledox-SharePoint solution in place, health insurer staff can:

- Create and find contracts quickly
- Access, use and reuse critical content
- Control what content staff have access to, thus ensuring accuracy
- Capture content for use and reuse throughout their business
- Organize contents in context (contracts) that are then stored and access accordingly
- Apply business rules to content and contracts which assist with compliance and good governance
- Have staff go to work and author and complete documents with little or no complexity.

INTELLEDOX & MICROSOFT SHAREPOINT IN FOCUS

Microsoft SharePoint is an enterprise content management (ECM) platform which provides an easy-to-use portal for staff to access their contracts. Microsoft SharePoint provides highly effective:

- Document management
- Records management
- Version control
- Document libraries
- Relationship management
- Collaboration

Microsoft SharePoint can also integrate with other components such as Digital Asset Management, e.g. management of videos of surgical procedures (DAM) and may be used to improve business-specific processes such as:

- Case management
- Contract management
- Asset management
- Ministerial correspondence
- Policy development
- Agile marketing

“Good quality data is virtually priceless in the health insurance sector; the ability to use (and reuse) data for various purposes is integral to organizational success...”

ABOUT INTELLEDOX

Intelledox is a 4th generation document creation system and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox creates significant business advantage through the automation of document-centric business processes. By leveraging existing investment in document management and information assets, Intelledox assists organizations to drive down operational costs, deliver increased efficiency, reduce compliance risk, and improve user experience. Intelledox has delivered high quality enterprise software solutions to a growing portfolio of large corporate and government customers across the globe. Currently some 300 customers and 400,000 users benefit from the solutions developed by Intelledox Pty Ltd. Headquartered in Australia, Intelledox has an international presence across the globe with offices in the North America, Singapore, and the United Kingdom.

AUSTRALIA	NORTH AMERICA	UNITED KINGDOM	ASIA
Intelledox Pty Ltd	Intelledox North America	ATEB Solutions	Intelledox Pte Ltd
8 Wiluna Street Fyshwick, ACT, 2609 Australia	Eaton Center 1 Dundas St West Suite 2500, Toronto M5G 1Z3	2 Stoneyhurst Road West Gosforth, Newcastle Upon Tyne, NE3 1PG	6 Serangoon North Ave 5 #04-02 Singapore, 554910
P +61 (0)2 6280 6244	P +1 416 642 1669	P +44 191 645 1150	P +65 6603 9226

INFO@INTELLEDOX.COM | INTELLEDOX.COM