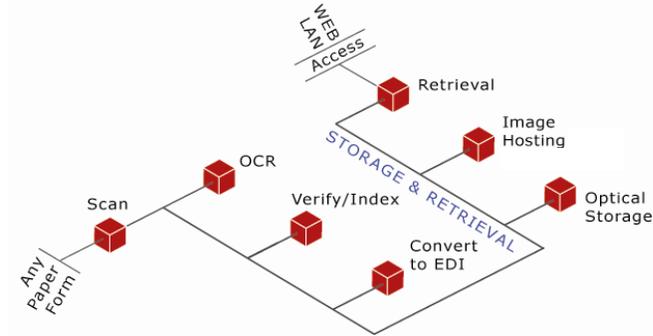# Universal Services

Universal services are those that benefit any business interested in document management and eliminating the burden of processing paper forms. HeC offers complete mailroom, scanning, OCR, image storage, Web-based retrieval, and paper-to-EDI conversion services.

Used in many different industries by a variety of companies, HeC's Universal services include paper-to-EDI conversion and enterprise-wide document management. These services reduce the burden of processing paper forms by transforming paper documents into electronic images and EDI transactions. In addition, integrated document management services manage virtually every kind of document and every stage of the document lifecycle.

Paper-to-EDI

Paper-to-EDI services eliminate manual data entry and increase data accuracy while reducing administrative costs. These services include mailroom, document scanning, data capture, questionable character verification, document indexing, and EDI conversion.

Mailroom Services

Send your documents in bulk or reduce your mailroom expense by routing your mail directly to a HeC post office box. HeC's mailroom services allow you to rid yourself of opening and sorting headaches while taking advantage of naturally occurring economies of scale.

Document Scanning

After the documents are prepped and sorted, they are fed through a scanner. The scanner can imprint a document control number, typically the date followed by a sequential number, on each page as it passes through the scanner. This imprinting function eliminates the need to manually date stamp each document.

Universal Services

Data Capture

HeC's state-of-the-art optical character recognition (OCR) technology efficiently and accurately extracts the information you specify from your claims, remittance notifications, invoices, forms and documents after they are scanned. The OCR software recognizes machine print, handprint, mark sense, and one and two-dimensional bar codes.

Verification

- **Standard Forms**
  After the information is extracted and captured, business processing rules are applied to check the data for possible errors. HeC's staff reviews, validates, and corrects questionable data to ensure accuracy levels exceed 99.5%.

- **Non Standard Forms**
  When the scanned forms do not lend themselves to automated data capture, Key From Image (KFI) is used to capture the data.

Indexing

Indexing occurs as the data is extracted from the form. All form indexes are client determined and are defined by the master template. Any number of indexes and sub-indexes can be defined and may include (but are not limited to) the following: all form data, scan date and time, batch number, and image number.

Convert to EDI

Using advanced data mapping technology, HeC will convert scanned data to a proprietary or standard format, including HIPAA compliant ANSI formats, for downstream processing.

Document Management

HeC's enterprise-class integrated document management solution, or IDM, manages virtually every kind of document, and allows you to reduce costs and increase efficiencies associated with a myriad of business processes including claims, attachments, human resources, medical records, billing and collections, expense reporting, electronic report distribution, customer service and e-commerce.

HeC's integrated document management solution is built upon a highly evolved web-enabled, client server architecture that leverages the openness and scalability of databases like Oracle and Microsoft SQL Server to deliver high performance solutions.

Image Hosting

In addition to installing and supporting deployed systems, HeC provides image hosting services and serves as an Application Service Provider (ASP), whereby the document management application is hosted on our server and accessed through a Web browser, thick client, or directly accessed by an enterprise application.

Retrieval – Document Access

HeC places paramount importance on the user experience, and all user activity is performed quickly, consistently and securely by means of one thin or thick client interface. The HeC interface offers several methods of retrieval, including Document Type/Keyword Searching, Foldering, Full-Text Searching, and direct integration with line of business applications. The Custom Query feature allows the creation of custom templates for specific, frequently conducted searches. HeC's cross-referencing feature enables users to double-click on an open document and automatically retrieve any related documents regardless of data type.