

Insurer Finds COLD Solution to Reporting

Dental Benefit Providers, Inc. chooses OTG Software to improve member services

“We pride ourselves on providing outstanding member service,” says Steve Hawald, chief information officer and vice president of Dental Benefit Providers, Inc.

However, with nearly two million members, the dental insurance company was having problems servicing its member inquiries. Headquartered in Bethesda, Dental Benefit Providers (DBP) receives hundreds of claims every day for its Dental Health Maintenance Organization (DHMO) plans, flexible Point of Service (POS) plans, and value-added Preventive plans. Each claim must be processed and adjudicated, after which an explanation of benefits form (EOB) is generated, defining the covered costs. Generating and retrieving EOBs is critical to providing effective member service; however, the amount of time and paper that were used each day made the process very inefficient for DBP.

“Because we often had to print hundreds of EOBs a day from our mainframe, we could only run them once a day,” recalls Hawald. “Furthermore, some of the reports we ran were 10,000 pages long and would take two days to print.”

It could take as long as 45 minutes to print all the EOBs for a single day, during which time the main enterprise DEC server could not be accessed. If an additional copy of an EOB was needed, the claim data had to be accessed all over again and the report had to be re-run from scratch. Since EOBs could only be run at certain times of the day, they could not always be retrieved and member inquiries might not be answered for an entire day.

As the number of covered members continually increased, it became obvious that an automated reporting solution was needed. However, to further complicate the situation, DBP needed to find a solution that could be integrated with its proprietary database – a specifically customized FoxPro application.

An integrated and scalable solution

To simultaneously reduce computer-processing time and improve member response times, DBP contracted with National Micrographics Systems (NMS) to provide an imaging and computer output to laser disk (COLD) solution to automate and streamline their reporting capabilities. “We chose OTG Software’s APPLICATIONXTENDER™ and COLDXTENDER™ because they provided an integrated, scalable solution that was easily customized to our front-end data capture system,” says Hawald.

With OTG’s products integrated into its system, DBP now generates electronic EOBs and reports that are accessible from the desktop. Each EOB is still printed, but only once, and mailed to the member who received services. Member service representatives now respond to inquiries immediately since EOBs are instantly retrievable with a click of the mouse.

“We are extremely happy with OTG’s products,” says Hawald. “Our member service reps are quickly and efficiently responding to inquiries, and reports that took days to produce are now available in just 15 minutes.”

Because of the success of the system, DBP is again providing outstanding customer service. Because of the quick return on investment, DBP is upgrading its COLDXTENDER user license. Hawald says the company plans to expand its system to their branch offices, where faxed claims will never be printed to paper; rather, they will be captured electronically and sent directly to headquarters for automated EOB generation.

About the Companies

Dental Benefit Providers, Inc. offers proven experience in administering a portfolio of fully insured and administrative services dental programs. DBP is committed to providing affordable programs, with an ongoing focus on deploying computer-based technology to streamline operations. Through its integrated technology, DBP reviews treatment and referral patterns, tracks utilization information, and monitors the quality and access of dental care to its members.

Located just up the road in Bethesda, OTG Software (www.otg.com) is the leading software solution provider for the Windows NT environment. In May 1998, OTG introduced XTENDERSOLUTIONS™, a complete suite of software for automated data storage management, document imaging, COLD, workflow, and web-enabled document access. Installed on nearly 40,000 seats worldwide, OTG’s solutions are distributed through a network of value-added resellers, systems integrators, and OEM relationships. Vertical markets served by OTG Software solutions include education, finance, manufacturing, healthcare, and insurance.

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