



TML MultiState Intergovernmental Employee Benefits Pool

The Client

The TML MultiState Intergovernmental Employee Benefits Pool (TML IEBP) consists of political subdivisions that join together to provide health benefits to eligible employees, officials, retirees, and dependents. The pool services more than 860 Member Employers. TML IEBP continues to focus on performance-based medicine, membership growth, and the management of healthcare cost integrity. The organization promotes active benefit plan engagement for the covered individual to achieve successful healthy lifestyles and health managed outcomes at a cost-affordable rate.

The Start of A Long-Term Relationship

TML IEBP initially contracted with KeyMark, an award-winning solution provider, to integrate electronic document management with an internally built ERP. Over the course of a decade, working closely with TML IEBP, KeyMark's team has streamlined information processing and workflow for virtually the entire organization. As each new department has converted to electronic document management, TML IEBP has realized substantial costs savings, along with increased employee productivity.

The Initial Challenge: Claims Processing

TML IEBP had developed a homegrown electronic system to help capture paper-based claims documents. While the system was helpful in the first steps toward automation, it was not able to keep up with the needs as the organization continued to grow, and with KeyMark's assistance, Hyland Software's OnBase Enterprise Content Management (ECM) software suite was implemented. Choosing OnBase for the initial installation in the TML IEBP claims department would prove to be key to the subsequent enterprise expansion. Utilizing OnBase, KeyMark was able to incorporate many of the software's capabilities, including document imaging, electronic document management, workflow, and records management.



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KeyMark's initial work for the installation of OnBase in the claims department included engineering a solution that not only imaged, indexed, and stored documents in an easy-to-use electronic format, but also automated core functions. Through electronic workflow, claims could now be automatically approved and paid or flagged for attention when specified parameters were not met.

A Second Department Onboards With OnBase

“Once we'd successfully mastered electronic document management in the claims department and were seeing great results, we decided to move on to our medical management department, where we focused on automated electronic forms,” said Mona Gamble, IT manager. “The forms that are created electronically are routed to our medical management team for completion and to our claims team when pre-authorizations are needed. The system allows us to easily track where things are in the approval and routing process at any time.”

Enterprise-Wide Document Management Workflow

Managers at TML IEBP didn't plan initially to take the document management system enterprise-wide. “As it helped us become more efficient, we kept thinking of ways document management could help us in other departments,” said Danny McAdams, support services manager.

Billing and eligibility was the next department to implement electronic document processes. To help handle the complex paper flow in the department, a robust workflow system was established. Multitudes of member enrollment forms, changes in enrollments, and termination

documents could now be scanned, indexed, and placed into the correct workflow queue for needed approvals and follow-up. Entries into TML IEBP's custom online enrollment system were even synchronized to seamlessly integrate with the workflow process. KeyMark engineered a process that imported enrollment system data into TML IEBP's document management solution and automatically sent it to workflow queues within the department.

Providing Solutions Over The Years

Throughout the years, as TML IEBP has faced different technology challenges, KeyMark was able to develop engineering solutions for their unique needs. “We rely on KeyMark quite a bit,” said Gamble. “They've been with us from the beginning and are very familiar with our system. All we have to do is outline the specifications of what we're trying to accomplish, and they ensure we meet our goals.”

Other TML IEBP departments that now utilize electronic document management include human resources (for document storage), quality management (for audit storage), and accounting (for automating accounting processes). The legal department's conversion to electronic processing has helped to manage documentation associated with right of recovery, which is now automatically indexed and stored, providing faster access and freeing up office storage space. In addition, members may submit appeals online through electronic forms, which are automatically indexed and flowed into an electronic workflow process.

KeyMark - Efficiency Elevated

“Conducting business with the help of electronic document management has been a huge benefit to our entire organization,” said Gamble. “KeyMark

has played an important role in helping us improve our business. They help us analyze our current processes and give us recommendations for how we can streamline what we're doing. Before an implementation, we're often shocked at how much paper we're pushing and how complicated our steps are. KeyMark is always quick to respond to our needs and guide us as we continue to improve our processes.”

Long-Term Benefits

The TML IEBP team reports many positive results from the document management solution deployed across the entire organization. “One unexpected positive is how much it's helped us prioritize tasks. Now that we have complete records of where documents are in the work process, we realize our top priorities and manage our time better,” says Gamble. “We've also seen a huge decrease in the amount of paper we handle and store, and we no longer lose documents.”

The solution has also been a great resource tool for TML IEBP in planning future activities by enabling employees to analyze data and run reports on past activities. In departments, such as medical management, the solution has freed up employees' time to concentrate on other important tasks. “Previously, the nurses had to stop to do clerical work; now they have more time to focus on patient care,” said McAdams.

Compliance is another area TML IEBP has seen positive results. With defined retention rules, it is easier to stay in compliance with numerous public records guidelines. Furthermore, TML IEBP is finding that they are better prepared to meet turnaround times required by various business partners.

