

## CHALLENGE

- Tedious manual completion of multiple forms per client
- Hardcopy paper documents stored off-site and difficult to access
- Manual records management caused payment and funding delays
- Needed to comply with Medicare and HIPAA requirements

## SOLUTION

- Custom dynamic electronic forms can be completed and distributed quickly and easily
- Online document management repository allows around-the-clock data access
- Authorizations obtained and stored electronically
- Comprehensive end-user training

## RESULTS

- 10,000 labor hours repurposed on core business activities
- Elimination of redundant data entry
- Remote, simultaneous access to records
- Audit trail supports Medicare compliance
- Streamlined billing and reporting improve revenue and funding
- Projected 80% reduction in copy and paper output

## Manistee-Benzie Community Mental Health

### Gaining Efficiency for Better Consumer Care

#### ABOUT THE CUSTOMER

Manistee-Benzie Community Mental Health (MBCMH), a community mental health agency, was founded in 1972. It provides a wide range of mental health services for local residents of Manistee and Benzie Counties in Michigan, including depression and anxiety screening and treatment, individual and family therapy, psychiatric and psychological services, child and adolescent counseling, adolescent substance abuse treatment, alcohol and drug counseling, gambling counseling services, work services, 24-hour emergency care, and the care and support of those with long-term mental illnesses or developmental disabilities. MBCMH serves 2,000 to 2,500 clients a year.

#### CHALLENGE

Manual, paper-based medical records management was negatively impacting day-to-day operations at MBCMH. Patient record workflow was complex and paper intensive, involving more than 100 forms. The organization's workflow was further impeded by slow-moving information stored in hardcopy documents, forms and files that were difficult to access. In addition, document storage and retrieval costs were exorbitant.

Substantial data entry requirements increased the potential for errors, invoicing issues and un-captured revenue. For example, staff and clients completed numerous pre-printed forms by hand. Limited access to files led to redundant data entry and slow processing. Because records stored off-site were difficult to access, data gathering for billing and Medicare reporting was cumbersome and the turnaround time on patient billing excessive. MBCMH's need for simplifying this process was critical.

*"This is a symbiotic team that is working toward a common goal.  
It's been the best experience I've ever had with a vendor."*

Jeff Rose, CAO, MBCMH

## Manistee-Benzie Community Mental Health

### SOLUTION

IKON assessed the Community Mental Health facility's medical records management processes from creation (initial patient visit) to storage and retrieval (ongoing treatment). In addition, IKON examined MBCMH's mission-critical documents to ascertain the types of information that needed to be captured. By leveraging the expertise of the organization's healthcare and administrative personnel in conjunction with IKON's industry experience and document management solutions portfolio, IKON was able to develop a solution to automate MBCMH's processes, deliver savings, and help them comply with regulatory requirements.

IKON and MBCMH developed custom digital forms to replace the existing paper forms. They leveraged the power and flexibility of an online document repository to create an electronic medical records management workflow. The system eliminates redundant data entry and streamlines processes associated with referrals, treatment, billing, reporting and more, all while supporting HIPAA and Medicare regulatory requirements.

### RESULTS

The new web-based system allows electronic forms to be completed online. In addition, paper documents can be scanned, and signatures can be immediately captured electronically on a digital signature pad rather than having to wait for paperwork to be completed to get a physician's signature. A secure, web-based repository will hold clients' electronic medical records, allowing for secure, around-the-clock on- and off-site access and convenient distribution. Additionally, data gathering for reporting and billing is now quick and easy.

As a result, MBCMH will be able to repurpose 10,000 labor hours annually, improving its focus and performance related to mission-critical consumer focused activities. The new online system will allow the agency's staff to provide more efficient and effective client care, from check-in to initial diagnosis to ongoing treatment. Finally, clients, employees and partner organizations will have convenient and secure access to medical records and be able to submit, share and store information quickly and easily.

"Together with IKON, we are streamlining our document management processes, and therefore, our service," said Jeff Rose, CAO for MBCMH. "Consumers will ultimately be able to access and enter information on-site or at their home via the web, and their primary care physicians will be able to quickly coordinate treatment with other providers through the same system — without having to wait on paper files or input the same information in multiple systems."

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