

New England Healthcare Community deploys Recordsforce's Explanation of Benefits Process Automation Solution

Solution provides web-based document access and records management services.

PORTSMOUTH, NH (July 18, 2005) – Recordsforce, Inc., a New England headquartered provider of outsourced solutions for document-intensive business processes, announced today that over last several months it has signed up the patient accounts departments of a multitude of Massachusetts, New Hampshire and Maine based healthcare organizations as clients, to provide Explanation of Benefits (EOB) reimbursement process automation services.

The Recordsforce solution replaces the manual process of ensuring patient privacy while obtaining reimbursements from secondary health insurers. Due to the mandates of the Health Insurance Portability and Accountability Act of 1996, patient billing offices staff must undertake costly, time-consuming steps to ensure patient privacy while seeking to receive this additional compensation.

Recordsforce replaces this manual process, with the service being offered on a full turn-key basis: Recordsforce collects, scans, indexes, makes full-text searchable and stores the EOB imaged records for clients on Recordsforce's secure web-based retrieval system. The solution involves one, two or three times per week pick-ups to meet the fulfillment needs of the patient accounts offices.

"After just one month, the Recordsforce EOB solution has more than paid for itself," noted Kit Masse, Patient Accounts Manager at Community Clinical Services based in Auburn, Maine. "Not only were we able to eliminate an unfilled staff position (which more than covers the cost of the solution), we immediately accelerated our cash receipts – April '05 was our biggest revenue month ever!"

"We are pleased Recordsforce has been able to provide such a powerful profit tool to the New England healthcare community," said Michael Dailey, Vice President - Business Development, at Recordsforce. "Additionally, an unforeseen benefit is how vastly improved patient service is, too. Reps no longer have to put a patient on hold or hope to reach them on a callback; with our solution they can now answer billing questions real-time right from their desktop."

About Recordsforce

Recordsforce is a privately held company headquartered in Portsmouth, New Hampshire, providing paper elimination and process automation services to businesses throughout New England and the country. Recordsforce provides a complete service bureau approach for business records management, from evaluation of document management practices to the creation of comprehensive document management systems. Recordsforce's FDA-sanctioned operations and document management expertise enables all types of businesses to take advantage of the latest records management technology and know-how immediately, making those firms more cost efficient and competitive. For more information contact Michael Dailey, VP Business Development at 603.512.9627 or www.recordsforce.com.