

OneContent™ Business Folder

Helping improve business office performance

As healthcare reform continues, hospitals face increasing financial pressures. Many hospitals look for new ways to reduce costs and increase revenue capture. Lengthy accounts receivable (A/R) cycles and declining reimbursements are no longer acceptable. As numerous pressures affect hospitals' business office performance, healthcare organizations turn to robust technology solutions to help enhance productivity and streamline workflow.

The OneContent™ Business Folder solution helps automate business office processes, so your organization can effectively manage the claims process and supporting documentation. OneContent Business Folder allows for instant online access for patient information — helping

improve efficiency, accuracy and cost-effectiveness. These workflow improvements help expedite preparation time and shorten accounts receivable cycles.

Together, OneContent and OneContent Business Folder work from a common platform to deliver a complete clinical and financial profile for each patient. This common platform allows your business office staff to access and share a patient's historical clinical information, helping to reduce technical errors and payment delay.

Managing documentation — online

OneContent Business Folder helps reduce or eliminate manual processes required for follow-up with payers, explanation of benefits (EOB) and responses to claims denials.

Benefits

OneContent™ Business Folder helps organizations:

- Increase revenue
- Reduce time and labor spent on paper-based claims
- Shorten A/R cycles
- Improve workflow



Features

OneContent™ Business Folder includes:

- Online document retrieval
- Batch or patient-centric document storage
- Document retention/deletion rules
- HIPAA-compliant environment

Document imaging features and workflow tools enable your office to digitize claims documentation and remittance advices, helping to reduce time and labor costs spent on paper-based claims. The following features make this solution robust to help improve the business of your organization:

- Document upload – Upload documents in several ways: scanned paper, fax, electronic feeds and ANSI 835 electronic transactions. Then specify the document type, patient and date, creating links in your enterprise database and the patient's account. These links make it possible to access both financial and medical information from one place within the context of the patient.
- Document indexing – By simply selecting the patient's account, immediately access to claims, authorization, insurance and EOB information.
- Text search – After digitizing a document, use a Google®-like text search across documents for a particular date or on a specific account.
- Storage – Have the flexibility to store patient information in batch or patient-centric formats with the ability to sort documents at the patient encounter level or date folder level, or both.

- Document retrieval – Quickly and securely retrieve requested financial documentation — anywhere in the enterprise. Then print, fax, encrypt into a PDF or send the document via secure MAPI-compliant email.
- Document retention – After creating document retention and destruction policies, use system rules to systematically move documents to permanent storage or delete them.
- Document processing – Create workflow processes that customize to your organization's needs with custom queues based on financial class, charge amount, patient name or payer.

With OneContent Business Folder, moving toward digital documents and more efficient workflows help improve efficiency, productivity and financial performance. Becoming more efficient can help lead to better financial performance and better business health.

Contact us

For more information about OneContent Business Folder or OneContent, contact your account executive or visit mckesson.com.

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