CARP PROJECT, Claims and Referrals Project Redesign

In 1995-98, I was a manager for Kaiser in the outside claims department. Part of my job as the manager of paper claims and medical records was to oversee all paper claims and medical records for claims department in two separate locations that employed approximately 50 employees. Another part of my job was to assist consultants in developing and building an emergency claim scanning unit that that later turned out containing two high speed kodak scanners.

One of the most challenging aspects of the project was to sort claims that had already been sorted out in multiple methods. Some of the sorting methods were last four numbers of the social security, last name, first name, date of birth, etc. Another challenging aspect of this project was no one knew how much money was to be allocated towards new equipment. If anyone did know, they didn’t say much about it.

During our biweekly meetings my manager mentioned that I would be tasked with the procurement of document imaging equipment. So, I went into research mode trying to find the best way to document the old file systems into one and find a way to scan the claims images of the new claims for the project change over.

I took the initiative of consulting with three document imaging companies in the surrounding Pasadena California area. What I finally decided on was to go in two directions. With the old paper claims I used film or microfiche films to be able to search for older claims data using last name to narrow the search. For the new claims, we went with kodak Image link 500d high speed scanners to get the job done. At the time, during the mid-90s, the cost of the scanners were about $10,000 dollars, which was one tenth of the price of a home in my area of San Gabrial Valley.

I was tasked with starting and completing each section of the project for the filing and scanning of the claims from research, consulting with vendors, procurement, payment, and delivery. The only piece I did not perform was the installation of the two devices. In developing these process and it’s workflow, I was able to save the department and organization a significant amount of money in reduced fines for Kaiser not being able to locate claims during (SOX)-Sarbanes-Oxley Audits that focuses on financial reporting practices of a healthcare organization to ensure they are accurate and reliable. I estimate at the time a saving of approximately $250k in the first year.

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