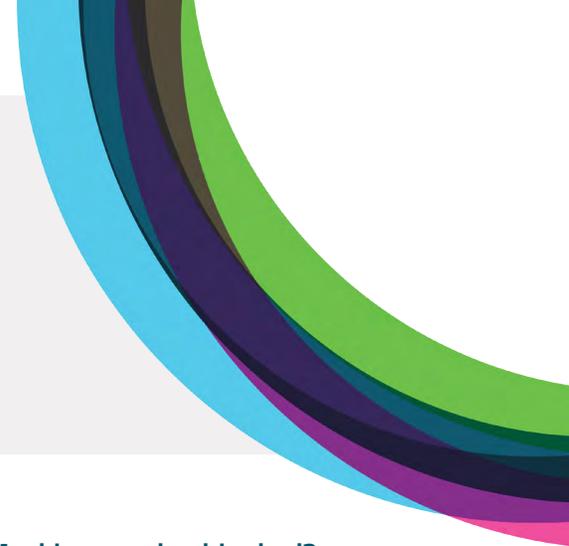


5 QUESTIONS ABOUT ONBASE MACKINAC

with Mike Hurley



Mike Hurley, healthcare industry manager

1 Why is OnBase Mackinac such a big deal?

“OnBase Mackinac represents the beginning of a digital revolution in payer-provider collaboration for both payment and clinical issues,” said Mike Hurley, healthcare industry manager at Hyland. “In the past, medical records crawled to their destinations via United States Postal Service trucks, spooled out of fax machines or were haltingly uploaded via painful payer portals. With OnBase Mackinac, they’ll fly across this metaphorical bridge quickly, securely and smoothly. Payers and providers will dramatically increase their productivity, cost savings and quality of care.”

2 How did OnBase Mackinac come about?

“We visited dozens of healthcare organizations, most of whom are struggling with communication and collaboration. Their process of sharing medical documentation today involves moving information via portals, fax and snail mail,” said Hurley.

“We asked ourselves, ‘What might the ideal process look like? Why couldn’t OnBase workflows securely move data and documents between two healthcare organizations? What if the request for information simply showed up in your inbox?’ Thus, we began our four-year effort to build a secure workflow bridge for payers and providers.”

3 So, how’s it work?

“OnBase Mackinac utilizes an organization’s existing secure clearinghouse infrastructure and services to guarantee secure information delivery and receipt,” said Hurley. “It’s a workflow and business process management solution that automatically routes the right information to the right person at the right time, even notifying staff of exceptions.”

“Information exchange occurs at the speed of the internet, so organizations share data and documents in seconds, not days,” Hurley added.

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One platform **Unlimited potential**



4 What kind of benefits can organizations expect to see with OnBase Mackinac?

“Expediting the exchange of medical documentation helps payers avoid fines for noncompliance and avoid time-based exceptions, which lead to appeals,” said Hurley. “Payers also eliminate the high costs of communicating through fax, postal mail, couriers, overnight delivery and web portals. Providers also reduce labor costs, but have the added benefit of speeding delivery of information to payers, which may then speed claim payment and cash flow.”

“Guaranteed delivery and receipt also eliminates lost or misplaced information, redirecting staff from re-sending materials to focusing on higher value tasks, like managing exceptions. And, by splitting the per-transaction fee evenly between sender and receiver, OnBase Mackinac has the potential to reduce both the provider’s and payer’s cost-per-transaction by more than half. Available as a software-as-a-service (SaaS) offering, OnBase Mackinac also requires no capital investment.”

“OnBase Mackinac has the potential to reduce both the provider’s and payer’s cost-per-transaction by more than half.”

– Mike Hurley, healthcare industry manager

5 Now that OnBase Mackinac is available, how do organizations get it?

“Call me!” said Hurley, adding that existing customers with OnBase 15 and newer versions located in Ohio have immediate access to OnBase Mackinac. Future product releases and geographies are slated for the coming months.

Learn more at OnBase.com/Mackinac »