



How ImageTrust Transforms Workers' Comp Claims with Modern Case Management

CASE STUDY



CASE MANAGEMENT Use Case	GOVERNMENT Industry	NORTH CAROLINA State	150+ EMPLOYEES Size
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ABOUT

Our client is a State agency in NC tasked with administering and adjudicating claims filed under the Workers' Compensation Act. The agency strives to provide reliable, accurate, and efficient processing of legal filings and forms for its stakeholders, aiming to ensure customer satisfaction.

Simple and reliable electronic filing access is essential for the stakeholders in the workers' compensation system who need to upload agency forms, legal filings, and supporting documentation. To better serve its stakeholders, the agency required a more efficient case management system to ensure seamless interaction between the electronic filers and the service agents.

CHALLENGES

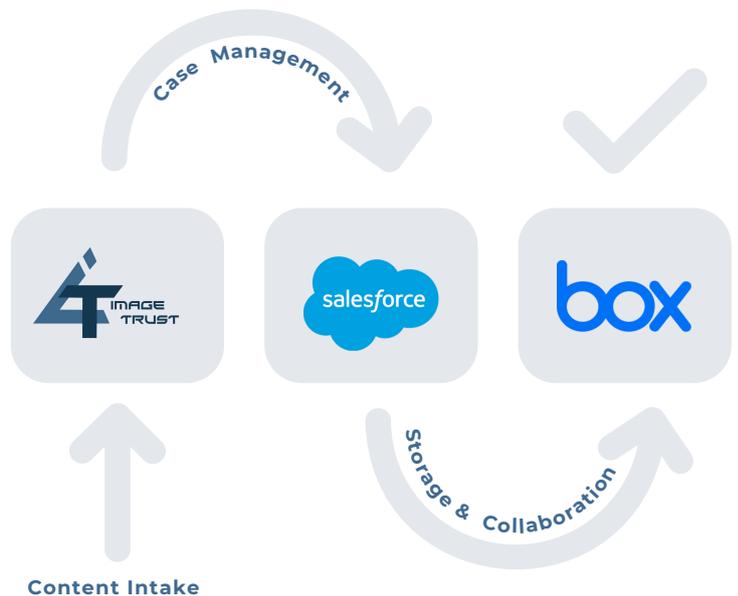
Processing legal filings and forms in workers' compensation claims is information-intensive, may require multiple interactions among parties, is time-sensitive, and is critically important to employers, insurers, injured workers, and other stakeholders in the workers' compensation system. Image Access integrated its ImageTrust product with the client's existing Box and Salesforce platforms to achieve the document and content indexing and processing functions required by the client.

- Siloed applications
- Legacy technology infrastructure
- Slow adaption to stakeholder needs

SOLUTION

Claims Processing Automation

Image Access collaborated with Box and Publicis Sapient to assess, design, and implement a comprehensive, modern integrated case management system for the State of North Carolina, leveraging the ImageTrust Capture Platform, Salesforce, and Box.



NCIC - CLAIMS PROCESSING WITH IMAGETRUST

HERE'S HOW: Intelligent Integrations You Can Trust

Swift and Smart Capture of Filings

ImageTrust software provides the agency's stakeholders with a simple and intuitive experience that guides them through content upload. Real time alerts make the electronic filers aware of missing documentation and other information as they interact within the ImageTrust user interface of the portal. This redesigned process significantly reduces errors and issues that impact downstream processing.

Step 2 : More Efficient Processing of Forms and Other Documents

Legacy technology infrastructure often relies on fragmented components that make up a "solution." The result is a distinct lack of connectivity and a broken content flow. In the newly designed solution, once the documents have been uploaded, the agency forms and legal filings become immediately accessible to service agents for processing. The case management tools present in Salesforce allow the service agents to manage and resolve requests more efficiently, which enables the agency to better administer and adjudicate claims filed under the Workers' Compensation Act.

Step 3 : Agency Files in the Cloud

To keep all agency files securely stored, Box, an industry leading cloud-based content management system, was leveraged. The integration between Box and Salesforce gives the agency's teams a fast, flexible way to collaborate and seamlessly access content within Salesforce. By centralizing all critical content, the agency is able to get its work done quickly and efficiently. The native integration allows the agency's service agents to easily and securely access and share its files from any device. Best of all, Box's native security, governance, and compliance capabilities are automatically applied to all agency files and their contents.

RESULTS: Automation for the Enterprise

We needed a solution that could provide a guided workflow for users to upload documents into Salesforce. One that would ensure the collection of required metadata and do things like enforce file naming conventions, etc. ImageTrust is working great for us and the service and support we have received has been excellent.

CIO, State Agency



Increased Productivity

Agents can now assign tasks, comment on files, and execute docs



Content Management

Share files with authorized external stakeholders and non-Salesforce users



Seamless Integrations

Seamless implementation with built-in native integration

Leverage ImageTrust to streamline and modernize your case management workflows today

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CONTACT US

