

BUSINESS PROCESS OUTSOURCING

Solutions to Support Your Business



Diversified

Information

Technologies, Inc.

www.divintech.com

123 Wyoming Avenue ♦ Scranton, PA 18503
Phone: 800-458-4710 ♦ Fax: 570-342-5291



Headquarters in Scranton, Pennsylvania

The company utilizes HPR-rated (Highly Protected Risk) facilities. Diversified's in-house security department monitors facilities nationwide 24-hours-per day, 365-days-per-year for the following locations:

- ❖ Northeastern PA (10 locations)
- ❖ Woodbridge, NJ
- ❖ Jacksonville, FL (2 locations)
- ❖ Louisville, KY
- ❖ Minneapolis, MN
- ❖ Houston, TX
- ❖ Los Angeles, CA

The benefits of and reasons for Outsourcing have been identified as:

- ❖ Reduced Operating Costs
- ❖ Conversion of Fixed to Variable Expenses
- ❖ Ability to Focus on Core Business
- ❖ Reduced Need for Administrative / Technical Support Personnel and Cost
- ❖ Access to Best-in-Class Resources in Non-Core Functions
- ❖ Reduced Facility and Space Needs
- ❖ Facilitate Needed Reengineering of Support Functions

Diversified Information Technologies is an international business-process outsourcing firm providing technology-based information management services. Diversified is the only information management company in the industry to earn ISO 9002 certification for both document / data capture and records management.

BUSINESS PROCESS OUTSOURCING & CUSTOMER SERVICE SUPPORT

- ❖ Electronic Mailroom Processing
- ❖ Document/Data Capture
- ❖ Claims Processing
- ❖ Electronic Document Storage & Retrieval
- ❖ Secure Internet Document Access & Retrieval
- ❖ Backup Data Storage
- ❖ Secure Document Destruction
- ❖ Fulfillment Services
- ❖ Business Continuation / Disaster Recovery

INDUSTRY-SPECIFIC APPLICATIONS

Financial – Front-End Processing and Customer Service Support for:

- ❖ Credit Card Applications
- ❖ Investment & 401K Processing
- ❖ Mortgage, Loan, & Lease Contracts

Insurance – Front-End Processing and Customer Service Support for:

- ❖ Life Insurance and Healthcare Claims
- ❖ Billing & Eligibility / Enrollment Forms
- ❖ Policy-Holder, Provider, and Member Contracts

Administrative Services – Front-End Processing and Customer Support for:

- ❖ Human Resources Personnel_Files & Employee Benefits
- ❖ Corporate Legal Litigation Support
- ❖ Vendor and Customer Contract Management
- ❖ Financial Transaction Processing
- ❖ On-Line Signature Approval for A/R, A/P, & Purchasing

CASE STUDIES

Mailroom Processing, and Document and Data Capture and Conversion Services of Claims Forms for one of the Nation's Top 3 Health Insurers

Diversified has consolidated multiple mailroom/processing facilities across the country into two locations where mailroom processing, document / data capture and conversion, OCR services, and the application of business rules has resulted in the client's ability to auto-adjudicate approximately 70 percent of their claim forms.

- Client Benefits:
- ❖ Expeditious resolution of claim forms compliant with government-mandated processing requirements
 - ❖ More cost-effective management and accessibility to business data
 - ❖ Elimination of costly facilities
 - ❖ Reduction and/or redeployment of full-time employees
 - ❖ Processes (in conjunction with other corporate restructuring) will result in an estimated savings of \$45 million to \$55 million (as reported by Reuters in *USA TODAY*, 1/9/02)

Alternate Dispute Resolution (ADR)

Diversified was responsible for the recruitment, hiring, training, supervision, and management of 850+ personnel at six locations nationwide providing document capture and conversion services of more than 250 million images relating to a precedent-setting class-action lawsuit filed against a Fortune 100 international financial services organization.

- Client Benefits:
- ❖ Cost efficiencies realized by outsourcing to industry experts
 - ❖ Imaging provides instantaneous access to information
 - ❖ Efficient expedition/resolution of claim-relief process

Regionalized Document Conversion, Centralized Data Extraction and Universal Internet Access to Images of Billing and Eligibility Forms for one of Nation's Top Three Healthcare Providers

Diversified converts paper documents at four locations nationwide, transmits the images to one central location in Scranton, Pa., where the management of data extraction, quality control, and electronic storage occurs. The images and data are stored electronically on Diversified's NetView internet system where more than 10,000 documents per month are accessed by the client's authorized users who perform claim validation and coverage authorization functions.

- Client Benefits:
- ❖ Accessing and evaluating information electronically significantly reduces labor required to process manually
 - ❖ Increases personnel productivity and balances distribution of workload
 - ❖ Eliminates the need to microfilm enrollment forms
 - ❖ Maintains integrity of file contents