

Nordic - Your Document Management Partner

Nordic's contracts with the state of Michigan include document management solutions for problems the state has had with paper-based information.

Converting Paper to Digital Content for Web Publication

Nordic is scanning and indexing more than 50,000 gas and oil wireline logs for the Michigan Department of Environmental Quality (MDEQ). The logs, which range from 10 to 70 feet in length, are stored in file cabinets in Lansing.

Currently, if geologists wish to use them in energy exploration research, they must come to Lansing. MDEQ wants to make this information accessible over the Internet just as other states with untapped energy reserves have done. Before MDEQ can publish this information to the web, however, the logs must be converted to images, and the images indexed for easy retrieval. Boyd Parker, our geologist partner, has the expertise necessary to index these images.

The specialized scanning technology Nordic employs on the project is capable of capturing and imaging non-traditional sized documents like medical EKGs and wireline logs. With this scanner and a customized web application Nordic built to support indexing, we supply MDEQ with more than 1,000 indexed images per week.

Turning Paper into Payments for Medicaid Providers

Nordic implemented a solution to improve Michigan Medicaid's paper claims processing. We scan and verify more than 10,000 claim forms a week from thousands of providers, billers, and clearinghouses. Data on the forms is captured through Optical Character Recognition (OCR) software. Nordic indexes the claim images and transfers them to the Department of Community Health, where they are stored and used, if needed, in claims adjudication.

Nordic has empowered providers and billers to produce their own electronic claims for bills they can't send through their regular billing software or system. With eCLAIMSadmin.com, a Medicaid biller can do away with paper claims and submit an 837 dental, professional or institutional claim online. This one-step approach to Medicaid billing speeds up payment, and reduces the errors that inevitably occur when claims are submitted on paper.

Before Nordic stepped in, providers sending paper claims with attachments (such as Explanation of Benefits forms) waited up to six months for Lansing to pay or deny their claim. Today, professional billers, billing agents, and clearinghouses are partnering with Nordic to process their providers' claims more quickly and efficiently. This results in improved revenue cycle management and higher levels of satisfaction from the biller's customer, the provider.

Cathy's Column

Cathy Kowicki
President



The promise of the digital office has been predicated on a paperless office. But anyone who has used electronic information systems for clinical care, customer support, business record keeping, claims processing, or information sharing knows that paper has not completely gone away.

Not Ready for a Paperless World?

We probably all know a handful of technological sophisticates who use a wide assortment of handheld devices connected to the Internet to:

- Read news and sports

- Email or text message friends

- Map their route from home to Aunt Jenny's house

- Capture and transmit their favorite pictures

Most of us, however, are still going to be using paper in one way or another for these activities. So until the paperless world is a reality for all of us, we'll need to keep finding ways to manage and share paper-based information.

PUTTING THE WEB

TO WORK FOR PEOPLE



Putting Paper in its Place

Four Simple Steps to Take Charge of Paper

The key to successfully implementing an electronic office solution is knowing how to put paper in its place. Here are a few simple rules for taming the paper beast in your office.



If the paper isn't needed for any secondary purpose after it has been created, then get rid of it.



If the paper contains any sensitive information, shred it and recycle it. If not, just recycle it. (Save trees!)



If the paper must be retained, file it so that it can be quickly retrieved, and if need be, converted to a digital image.



If the paper will become part of an electronic information system (EIS), scan it, index the image and merge it into the EIS.

the hospital might best contract with an outside vendor to process this high volume of paper documents each day.

Most medical operations fall short of a total commitment to electronic medical records. Health care facilities, physician and dental offices, and other health care providers are generally somewhere along a continuum, with no electronic information system at all on one end, and a total electronic information system, including an electronic medical records system, on the other.

When using paper, it's important to know which documents need to be digitized now, and which can be filed away for future imaging, if and when they need to be imaged.

Outsource Your Paper-Taming Solution

If a person's clinical record exists partly in paper and partly in electronic formats, the clinician may want to implement a process for moving the paper content into the digital view of the patient's clinical history. Outsourcing this process may be more efficient and less costly than doing it in house with existing staff.

At Nordic, the same business process experts who solved Medicaid's paper problem, turning paper claims into electronic claims, will sit down with you or your medical records professional. Together, we will develop a plan and a process that helps you manage the paper you generate, and produce a win for both your bottom line and the quality of your patients' care.

Meet the Staff



Melissa Rian and Bill Gates

Melissa came to Nordic after a successful consulting career with Microsoft. In 2000, chair Bill Gates presented her with the Distinguished MCS Associate Consultant of the Year award.

A Microsoft Certified Solution Developer, Melissa has helped shape Nordic's migration into the .NET development platform. As Nordic's customers choose to support their business processes with applications developed in .NET to take advantage of its security features, .NET's ease of development and deployment, and its support for web services, Nordic will be ready to assist, thanks in part to Melissa's team leadership.

Melissa has helped Nordic's teams achieve greater efficiency through her knowledge of Microsoft products, such as SharePoint Portal Server.

Nordic's Training & Meeting Facilities

Nordic's marketing team uses a portal that Melissa developed with SharePoint to manage the development of its business proposals from start to finish.

Collaborative efforts like the preparation and submission of formal work proposals require technological solutions that can:

- ✓ Make relevant information available to everyone who needs it
- ✓ Manage task assignments
- ✓ Monitor workflow
- ✓ Maintain version histories as multiple users modify documents

Melissa's solution has dramatically reduced the time it takes to produce a Nordic proposal, which has given the marketing team more time to focus on the quality of its response. As a result, Nordic has secured several new contracts since its implementation.

If you are considering a document management solution for your company or agency, give Nordic a call. Melissa has the consulting background and technical knowledge to help you improve productivity.



Compare Our Prices:

FEES PER DAY OF ROOM RENTAL	NORDIC	GENOA
Room Rental - Training Center (up to 50)	\$ 275	\$ 400
Room Rental - Board Room (up to 20)	\$ 125	N/A
TV & VCR/DVD Player	\$ 60	\$ 75
LCD Projector	\$ 100	\$ 150
High Speed Internet Connection (1)	\$ 75	\$ 150
Flipchart with Paper and Markers	N/C	\$ 25
Easel Stand	N/C	\$ 15
FEES PER DAY PER PERSON		
Continental Breakfast Includes Gratuity	Call	\$ 11
Lunch	Call	\$ 16
High Speed Internet User Fee	N/C	\$ 10

To schedule our facility, make an appointment to visit, or request more information, contact **Carol Lebert** at **(810) 299-6604**, or clebert@nordictechnologies.com

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Nordic's Training Facility Open for Business

Located in Brighton, Nordic offers groups the opportunity to convene members from West, Central, and Southeastern Michigan without spending more time on the highway than in the boardroom. And, Nordic is easily accessed from I-96 and US-23.



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