Monarch Office Solutions creates a fully electronic, immediately retrievable document storage system for Impel Medical Management

**The challenge**

At the same time, Impel was re-examining its document storage system. As a medical provider, Impel is required by law to store documents relating to adult patients for seven years; documents relating to juvenile patients must be stored for up to 18 years.

One type of document, an Explanation of Benefits (EOB), details the reasons that an insurance benefit was approved or denied and is referenced sometimes years into the future.

Under Impel’s current system, the company processed EOBs in batches, filed the paper documents by batch number and stored them at headquarters for six months. EOBs were then packaged and shipped to an off-site warehouse.

Impel had already contacted a local company regarding an upgraded document storage system, but the proposed solution involved transferring paper documents to microfiche and storing the fiche in a nearby warehouse. Start-up costs would be $35,000, with an additional monthly fee of $1,200.

Now that they understood the benefits of enterprise printing, Impel was open to improving on this plan.

**The solution**

Monarch proposed its own solution, which was twofold. First, to manage billing and payment information, Monarch would install Questys in Impel’s corporate headquarters.

And second, Monarch would install Questys at each of Impel’s 18 clinics, along with Toshiba e-STUDIO units so that documents could be scanned and archived on-site.
To ensure that the solution was in compliance, Monarch worked with the medical regulatory commission. And yes, electronic storage complied with the law.

Monarch demonstrated Questys in a net-meeting with Impel’s CIO, who was extremely impressed. Soon Impel had signed an agreement worth $170,000 for the software, twenty-two fully connected Toshiba devices and service for four years.

Once the deal was closed, Monarch’s integration team met with Impel’s CFO, its IT Group, and managers in the collections/billing department. The processes that Impel already had in place integrated seamlessly with the Questys system.

Now, when an Explanation of Benefits must be referenced, it is available immediately. There’s no need for the EOB to be located in a warehouse, transferred from microfiche to paper, and sent to billing. It’s all there, available virtually at the touch of a button.

Once the installation was complete, Impel quickly began discussing plans to move forward with a software upgrade, so that in addition to EOBs, patient records could also be stored using the same system. This upgrade would entail installing the full version of Questys at headquarters as well as at each clinic, and would require additional Toshiba scanning devices at each site.

It’s all made possible by Monarch’s creative partnership with Toshiba and Questys, giving Impel a total solution for document storage that includes hardware, software and service all coming from one source.

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