



# A smoother path to HCAHPS compliance

*Improving the patient experience is the foremost goal of hospitals. But patient satisfaction has also assumed a key role in reimbursement with the introduction of the Hospital Consumer Assessment of Health Providers and Systems Survey (HCAHPS). Statistics from HCAHPS patient surveys must be submitted to CMS for payment, but collecting the data manually is slow, inefficient and error prone. And incomplete, incorrect or late data submissions decrease reimbursements needed to maintain patient care.*

As demands on hospitals grow, the HCAHPS initiative diverts further resources from their primary mission of caring for patients. So, with timely reimbursement more urgently needed than ever, providers face a dilemma: Devote staff to manually processing HCAHP surveys – or outsource the work at costs ranging into millions of dollars a year. Moreover, in-house solutions involve significant investment in compliance expertise and certification – and without guarantee that data will be gathered with the speed or accuracy required for full reimbursement. Unless you can automatically extract data from forms and consistently verify the results, accuracy and timely delivery is still at risk.

## Your solution to accurate and automatic processing for HCAHPS and other surveys

FlexiCapture® automates the entire survey processing workflow. From scanning of surveys and data extraction to automatic validation and verification of data, it eliminates time-consuming error-prone manual processes. Ensuring data is captured and processed in a manner consistent with data integrity rules, FlexiCapture speeds the collection and submission of survey results – making sure it's received in time to claim full CMS benefits. The results: Providers can rededicate precious human resources to their primary mission, caring for patients. And they can better manage their cash flow in support of that mission.



### Improve your HCAHPS processing

Take the data. Leave the paper. ABBYY FlexiCapture offers a standalone solution for up to 300,000 pages per year and a distributed solution for larger volumes. Either way, it's the perfect solution for automating and streamlining HCAHPS and other survey processing in your facility.

### A comprehensive capture solution

Plus, ABBYY FlexiCapture offers healthcare organizations an excellent way to gain efficiency in both front and back offices. Providing swift and accurate conversion of paper documents to electronic data, it enables everything from easier and friendlier patient registration to faster EOB processing and expedited processing of purchase orders and invoices. With ABBYY FlexiCapture you will quickly see the benefits of improved patient care, better cash flow, faster reimbursements and easier regulatory compliance.

# Features

## With FlexiCapture you can:

Create an in-house solution for processing and submitting HCAHPS surveys or outsource the process to a FlexiCapture-certified solution provider

- Automate your entire survey workflow
- Speed submission of survey data to make sure deadlines are met and full CMS reimbursements are collected
- Eliminate manual data entry, reduce risk of human error
- Reduce risk of costly mistakes by ensuring survey data is accurately captured and processed
- Devote more resources to improving patient experiences – which can further increase patient satisfaction ratings
- Reduce the costs associated with processing surveys and raise reimbursement rates
- Plan more effectively knowing that data will be accurate and submitted in time for full reimbursement

This powerful and easy-to-use solution is also highly scalable. FlexiCapture can easily be extended to processing many other kinds of hospital forms – allowing its costs and benefits to be spread over multiple projects and departments.

## Prepare for tomorrow's challenges today

HITECH, the Patient Protection and Affordable Care Act, the growing pool of retiring Baby Boomers – healthcare providers face increasing challenges to maintain standards of excellent, affordable care. But they cannot expect more funding. ABBYY FlexiCapture can make an important difference in managing virtually all your forms, faxes, email attachments and paper documents – helping to reduce costs, increase productivity and streamline processing.

To find out how ABBYY FlexiCapture can help you easily capture and process health risk assessments, surveys, registration forms, patient records, CMS 1500 and UB04 claim forms, EOBs and other forms you receive in the future, visit [abbyy.com](http://abbyy.com) or call 866-463-7689.

## System Requirements

- PC with 2 GHz or higher processor
- Operating system: Windows Server 2003 SP2, Windows Server 2008 SP2, Windows Server 2008R2 SP1, Windows Server 2012
- Memory: no less than 2 GB and additional 4 GB for the database
- Hard disk space: 100 MB for installation, 2 GB for the database
- Internet Information Services 6, 7 or 7.5
- Microsoft .NET Framework 3.5 SP1
- Microsoft SQL Server 2005 SP2, 2008 SP1, 2008R2 SP1, or 2012; Oracle 10g or 11g

Note: System requirements may vary based on the type of the station or server component. Refer to the product documentation for further details.

Learn More at [www.ABBYY.com/FlexiCapture](http://www.ABBYY.com/FlexiCapture)