



# CORRESPONDENCE

## Key Benefits

- Correspondence is quickly identified and routed
- Reduces or eliminates paper storage
- Easy to search and retrieve on web portal for research
- Secure and HIPAA compliant storage for ten years
- Online tools available for indexing as to status and patient information

## Capture, store, retrieve and work your correspondence online

Medical correspondence is critical to the healthcare revenue cycle workflow. Images of correspondence are uploaded to the MediStreams portal. Several examples may include denial, patient, pre-certification, or appeal letters.

Correspondence can quickly be identified, routed, and worked as necessary, reducing hours of manual processes handling paper correspondence.

All correspondence is scanned at the lockbox and the images are transmitted to MediStreams for processing and inclusion in the MediStreams Vault. They are identified by a correspondence ID assigned by the software, deposit date, received date and # of pages for all the documents.

Online tools are available for the provider to further index the documents by payer, a status such as in-progress, complete, new, and type such as appeal, collections, medical records, address change, patient name and account number.

After indexing, the correspondence can be downloaded and routed for follow-up, or a user responsible for working correspondence can simply log on and work it in the portal. The correspondence is then included in the ten-year permanent archive for future research.