

PROJECT EXPERTISE

Claims Processing

Featured Clients:



U.S. Department of Labor (DOL)

In 2014, the DOL awarded a 5-year contract to TDEC to provide *Nationwide Operational Support and Case Create Services* for the adjudication of workers' compensation claims, payment of medical bills and workers' compensation benefits. TDEC staff provides a full range of services from mailroom services, data entry, data preparation, coding, indexing, copying and imaging services, while adhering to a 24-to-48 hour processing time.



Ohio Bureau of Workers Compensation (Ohio BWC)

TDEC provided processing services for the Ohio BWC, which received an average of 36,000 faxed claims-related documents per day. The original contract awarded TDEC half of the document volume with the remainder performed by the Ohio Field Offices. TDEC's share was subsequently increased by 15% to provide relief to the Field Offices. With the additional workload, TDEC continued to meet or exceed all performance level requirements.

Services:

- Mail, fax and online receipt and processing
- Application review for completeness
- Document imaging and indexing
- Data entry from multiple mediums
- Data verification
- Quality control
- Bronzing
- Coding
- Clerical Support
- Storage and disposal
- Image and data delivery
- Metadata reports

Benefits:

- Increased speed of processing
- Improved constituent services
- Digitization of paper-based claims data
- Searchable index of claims data
- Reduced operational costs
- Scalable resources