



VIKING SOFTWARE SOLUTIONS®

A Division of Phoenix Software International®

ImageMC++™

A Complete
Solution for
Health Claim
Processing



PRODUCT BENEFITS

- ✍ On-line mainframe interaction
- ✍ Minimizes the cost of processing paper transactions
- ✍ Processes tens of thousands of pages per day
- ✍ Supports a variety of scanners
- ✍ Processes simple and complex documents
- ✍ Intelligent field recognition, OCR/ICR, and key from image
- ✍ Image archive and retrieval with DocWise
- ✍ Flexible and customizable business rules

ImageMC++

A Complete Solution for Health Claim Processing

Fast, easy claim submittal

ImageMC++ enables businesses to reduce operating costs, improve the accuracy and timeliness of claims processing and, at the same time, enhance customer service.

ImageMC++ is a highly advanced solution designed to maximize the auto-adjudication of claims. The rapid availability of electronic image and data, coupled with extensive rules-base processes, accelerates the handling of those claims that do not immediately auto-adjudicate and improves the efficiency of customer service functions.

Increased efficiency and productivity

Claims with invalid fields are routed to Data Perfection for repair. An invalid field occurs if the data does not pass one of the business rules or the OCR/ICR engine fails to recognize a character with high confidence. After the knowledge worker has corrected the errors, the transaction is placed in the completed queue for output to the host system.

Mainframe connectivity

Split Screen Validation (SSV) attaches ImageMC++ to a mainframe session. SSV displays the mainframe host on one panel and the claim image on another. SSV moves data automatically using customer-defined rules from the ImageMC++ database to the host screen. The customer-defined host editing and validation rules check the contents of the host screen and fix missing or incorrect data. The host database is updated with the correct data before moving to the next record.

More than a system...a solution

ImageMC++ is more than a general imaging/workflow system; it is uniquely crafted to address the specific needs of claim processing operations.

It combines highly productive claim processing functions with responsive yet low-cost customer service capabilities. With over ten years of industry-specific consulting and implementation experience, ImageMC++ system designers have incorporated all the special features and details that set this solution apart from general purpose products. ImageMC++ has proven its flexibility and efficiency through extensive testing and refinement based on numerous real-world installations.

Customer care

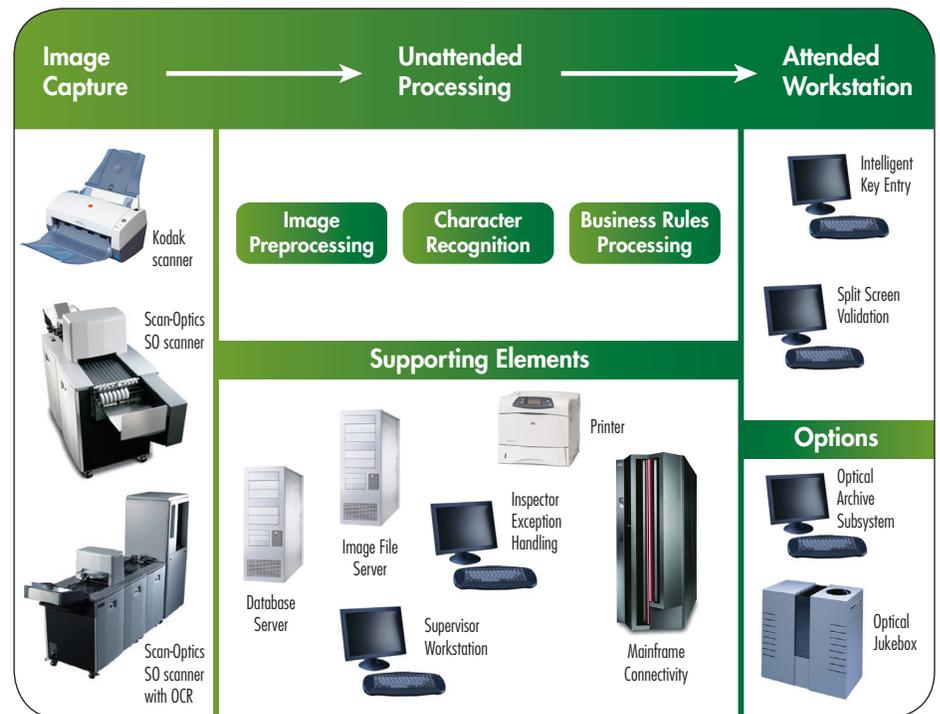
Viking is committed to providing superb customer service. We solve 97% of all problems in one hour. Customer care is our number one priority. We started Viking Software after running a data entry service bureau and experiencing poor quality support from software vendors. We wanted to create a company that would reflect our values and become something we can be proud of. We do that by making the needs of our customers our first concern.

A scalable solution

Viking combines technology, experience and expertise to develop cost-effective solutions for applications that include government, health care, insurance, transportation and order entry. Our ability to offer specialized system solutions has helped companies all over the world meet their productivity and profitability objectives.

Viking Software has been developing and marketing data entry-related software since 1980. With emphasis on unexcelled customer support, Viking's simple philosophy of producing a quality product and providing incomparable technical support has generated a loyal client base, encompassing both government and business enterprises...large and small...local and worldwide. More information is available at www.vikingsoft.com.

ImageMC++: Focused on maximum productivity



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