

Texas Department of Health: The Supplemental Nutrition Program for Women, Infants and Children (WIC)

The Neubus team worked closely with WIC to create a complete end-to-end workflow solution. WIC employees are now able to access images, perform one-to-one reconciliation and exception processing, conduct research, troubleshoot potential problems and respond to customer inquiries quickly and efficiently.

Workflow Automation Increases Efficiency and Satisfaction

Business Profile

Customer Name:

Texas Department of Health:
The Supplemental Nutrition Program for
Women, Infants and Children (WIC)

Industry:

Health & Human Services

Locations:

Headquarters: Austin, TX
Clinics: 700 throughout TX

Benefits of Neubus Solution:

- Easy search and retrieval improves cycle time
- Viewing system reduces manual labor
- Automated validation
- Manage program growth without increasing staff
- Multiple user access
- Increased quantity of data available on site
- No capital outlays
- Streamlined work processes
- Increased focus on analysis and research
- Backlog elimination
- Improved response time

Business Overview

The Texas Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is one of the largest programs administered by the Texas Department of Health. Established in the mid-1970s, WIC provides nutrition education and counseling, nutritious foods and assistance with access to healthcare to low-income women, infants and young children. The mission of the WIC program is to improve the health status of participants during critical times of growth and development.

Challenges

An increase in WIC program participants over the past several years placed growing pressure on WIC's employees and began to strain resources. While the program was achieving its target to reach a greater portion of the public, this also created a challenge to process the resulting paperwork in a timely and accurate manner.

One of the primary ways that WIC achieves its goals is by providing monthly supplemental food vouchers for participants to redeem at over 2400 grocery stores and food retailers throughout Texas. Grocers then return these vouchers to WIC for validation and reimbursement. On average, WIC

receives and processes over 2 million food vouchers per month.

WIC employees needed to process a much greater volume of vouchers without hiring additional staff, investing capital in equipment, increasing office or storage space and without extending time to close. The demands of handling this workload also prevented staff members from performing analytical or research-related tasks. WIC needed a solution that would create efficiencies in the payment process and reduce physical staff movement, while freeing up resources for more critical tasks.

Neubus Solution

Initially, WIC was looking for an additional data entry provider to handle excess work. As WIC's relationship with Neubus grew, however, it quickly became clear that Neubus could provide a high quality, *full* document management solution at a very competitive price. With the Neubus solution, WIC has been able to quickly collect and verify claim data, access information more easily and efficiently, has improved workflow, reduced cycle time and has freed up employees to concentrate on core program activities.

Higher Capacity and Reduced Cycle Time

WIC needed a way to capture and verify claim information quickly and easily. Neubus scans, images and indexes over 100,000 images for WIC every single day and electronically transfers the information to an onsite server within 24 hours. WIC has been able to reduce the full cycle time from first receipt of claim to payment of grocer from a high of 23 or more business days to an average of 11 business days for the past year. Neubus has also helped WIC clear their back-file of vouchers.

In addition, due to Neubus' unique validation process and client specific business rules, fewer claims need to be queried by WIC's employees. Those that do need to be examined can be accessed quickly and easily through the customized viewer provided by Neubus. Prior to using Neubus' services, employees performing daily exception processing would need to locate paper copies of vouchers. This required the employee to physically locate boxes, search for the relevant claim bundle or food vouchers, remove the claims from the boxes, process them and then return the claims to the correct boxes – a time consuming and labor intensive process. Now an employee can enter a claim number or voucher number to instantly view the same voucher on his or her desktop. Multiple employees in different locations can even access the claims images at the same time, without ever handling the paper copy. This eliminates the wait time previously experienced.

More Effective Budgeting

WIC was also in the challenging position of needing to address a growing workload without increasing staff resources. By moving to Neubus' imaging and indexing services, WIC was able to improve program efficiency and boost capacity without hiring additional staff. In addition, Neubus' flexible service based solution enables WIC to access a full document management solution without any additional capital outlay. This solution includes electronic transfer of data and image files as well as the provision of workflow applications, server hardware, customized viewing software and even maintenance and upgrades.

Increased Visibility and Control

The structure of Neubus' services and daily interaction with WIC has also allowed WIC's employees to have a clearer view of efficiency and processing goals, and as a result, to gain a greater level of control as they streamline their own business processes. When touring the Neubus facility, WIC's staff even noted the unique set-up within Neubus' facility – employees never have to get up to shuffle through boxes or documents to confirm information. The use of images in the WIC program was modeled after this.

Focus on Agency Mission

Prior to working with digital images, limited resources and a growing caseload required WIC's employees to devote an ever-increasing amount of time to labor-intensive processing activities. Having the images and data available in electronic format has now enabled these employees to spend more quality time on analysis and research activities. In addition to improved

service to the agency's constituency, this has also created a higher sense of staff morale and has bolstered WIC's staff recruitment and retention ability. Electronic storage has also increased the quantity of data available on-site from 2 months to 6 months.

Meeting Regulations

Neubus' document management services have enabled WIC to more easily comply with state and federal regulations and to respond to required audits as vital records are securely stored yet easily retrieved. Having images and related data files readily available has enabled WIC to more easily verify that program requirements and restrictions are being met by participating parties.

Summary

Neubus' document management solution gives WIC the ability to work at an extremely efficient pace to handle the millions of food vouchers flowing through the program at any one time. This cost-effective solution has not only enabled WIC to more effectively respond to the needs and requirements of vendors, constituents and regulatory bodies, but has also enhanced WIC's analysis and research capabilities and increased internal morale. Neubus, Inc. looks forward to providing continued support in this very successful business relationship.

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