

Intelligent Intake for Digital Mailrooms: From Multi-Channel Documents to Automation-Ready Data

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Presenters:



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Agenda

- 01** Introductions
- 02** Imagenet Overview
- 03** Imagenet Digital Mailroom
 - Overview
 - Paper to EDI workflow
 - Document Intake
 - Image Repository
 - Our Results
- 04** AI in Digital Mailroom
- 05** Next Steps & Closing Discussion

Modernizing Health Plan Operations with Four Core Solutions:

Digital Mailroom — Intelligent Intake & Governed Workflows

- Multichannel capture & document prep
- Classification, extraction & validation using rules + targeted AI
- Paper-to-EDI (P2E) & data normalization
- Governed workflows & audit trails

Delivery Models: SaaS • BPaaS
HITRUST i1 Certified

Claims Adjudication

- Front-end processing & payment integrity
- High-volume & complex adjudication
- Knowledge AI (RAG) for research & exception handling

Delivery Model: BPO

Member Communications & Reconciliation

- Plan-benefit document management & print/fulfillment
- Coordination of benefits processing
- Medicare Secondary Payer reconciliation
- AI translation & 508 remediation (human-in-the-loop)

Delivery Models: SaaS • BPaaS

Contact Center

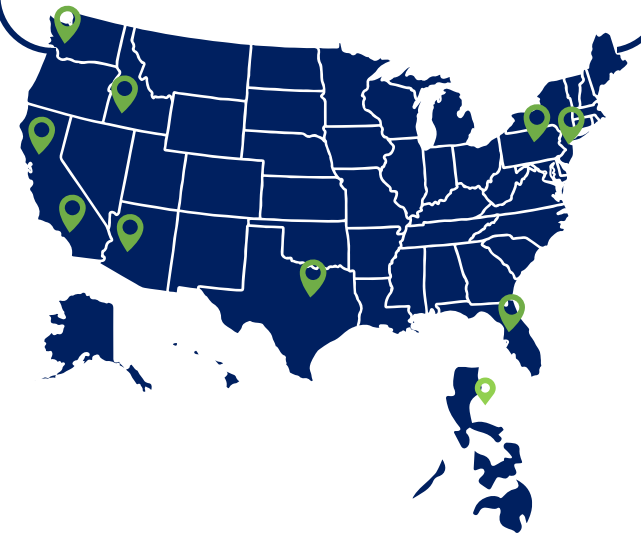
- Member & provider support
- Omnichannel engagement & call handling with AI Tier-1 automation & Agent Assist
- Credentialing & verifications

Delivery Model: BPO



Global Footprint

- 150+ Health Plans Served
- 1100+ Employees Globally
- 9 Nationwide Secure Facilities
- 1 Manila, Philippines Secure Facility
- HQ in Tampa, FL



Lower Costs. Higher Quality. Better Accuracy. Stronger Compliance.

Digital Mailroom



Convert unstructured intake to automation-ready data with governed first-mile workflows and IDP-based classification/QC.

- 99.5% field-level accuracy (OCR + validation)
- 4–48 hr turnaround on standard volumes
- 40–70% routine tasks automated



Claims Adjudication



Clear backlogs and sustain accuracy across high-volume & complex claims with tech-enabled workflows and Knowledge-AI research assist (pilot).

- 12.5× increase in daily claims processed
- >98% processing accuracy
- QA & auditing with built-in controls (SOC 2 Type II)

Member Communications



Produce on-time, audit-ready plan documents at scale with governed production and daily reconciliation, plus AI translation & 508 remediation (human-in-the-loop).

- Go-live in ≤45 days for core programs
- 46k+ plan documents across 480+ plans (proven scale)
- 300+-page EOCs produced in hours

Contact Center



Deliver rapidly deployed, AI-assisted omnichannel support to reduce manual load and lift response quality.

- 99.9% QA score
- 90% answered <30s
- 0.1% abandon rate

Digital Mailroom at Scale

Fast. Accurate. Compliant.



Imagenet supports all the below models at scale.

- 1B+ Documents in 9 Facilities US + PHP
- 100 Payers/120M Members
- BPaaS or SaaS



Managed Digital Mailroom

BPaaS with centralized intake and unified protocols—built for scale and consistency—fully operated by Imagenet.



Hybrid Mailroom

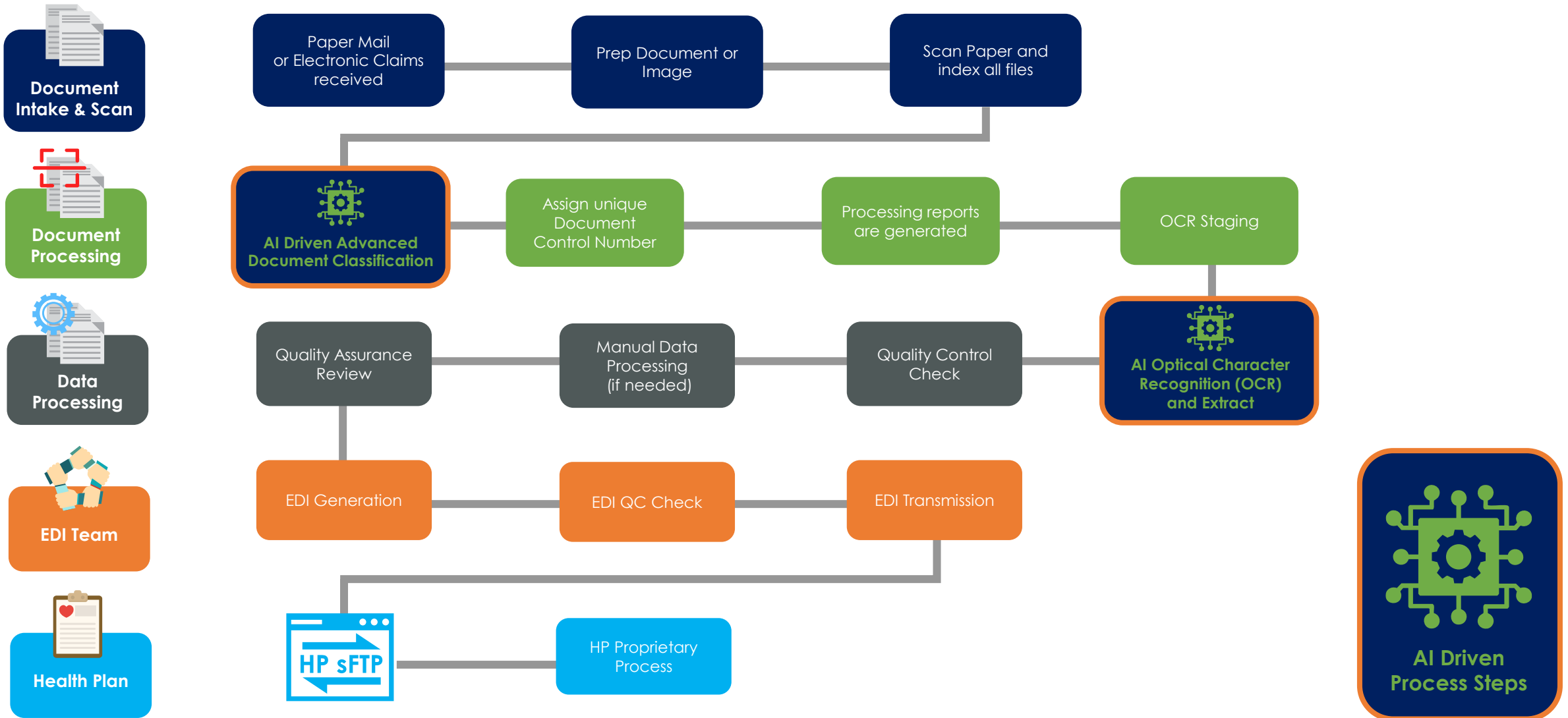
Capture happens at customer facilities using Imagenet Document Workstations; Imagenet performs IDP/OCR, validations, exceptions, and structured delivery—no workflow overhaul.



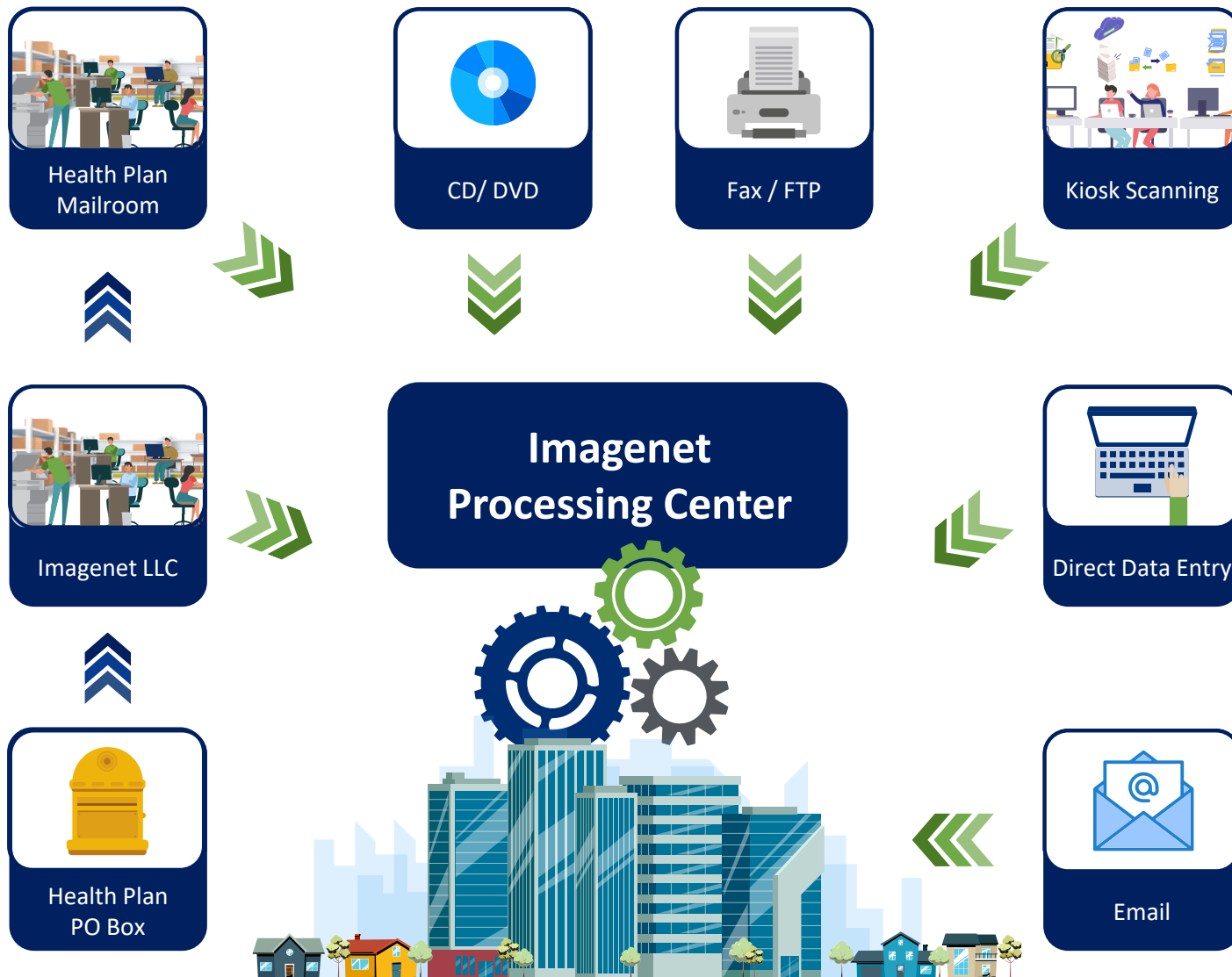
Mailroom Software

SaaS to run your own intake—web-based data entry and correction paired with an Imagenet Document Workstation for on-site capture.

How It Works: From Mailroom to EDI



Multi-Channel Intake, Made Simple



AI Applied To:

- Identify structured versus unstructured correspondence
- Identify critical data elements to extract and index
- Leverage Large Learning Model (LLM) training on industry standard and client-driven business rules
- Reduce manual QA and improve turnaround times

Redesigned for Speed, Audit Readiness, and Integration

- Secure, AI-enabled document intelligence and workflow for claims & non-claim work.
- Built for speed & audit readiness with end-to-end visibility and governed access.
- Easy to integrate via modern APIs; delivered within HITRUST i1[®] certification.

The screenshot displays a dashboard with four main sections:

- Navigation:** A sidebar menu with icons and labels for Dashboard, Claims, Claim Analytics, Direct Entry, and Users.
- Activity Log:** A table with columns for Timestamp, User, Action, and Resource. It shows three entries: John Smith (view claim), Sarah Johnson (download), and Michael Davis (failed login).
- Success Rate:** A large green tile showing a success rate of 99.7% with a trend of +0.3% this month and an 'Excellent' status badge.
- Call Center Services:** A blue tile for 24/7 support, listing features like HIPAA Compliance, Bilingual Support, and Real-time Reporting.

Simple Navigation. Easy of use and intuitive design guides users with ease

Refreshed Security. Track every document touchpoint and observe how teams interact—bringing full visibility to access, behavior, and accountability.

Enhanced Clarity. Live Tiles surface critical OKRs and KPIs in real time – Teams always know where they stand, and where to go next.

Marketing Simplicity. Actively market existing customer base to propagate services through active and passive cross selling

AI-Enabled Digital Mailroom

Optimize Intake for Speed, Accuracy,
& Audit Readiness



01

Focusing scope to high priority time-sensitive document types (print or electronic) such as:

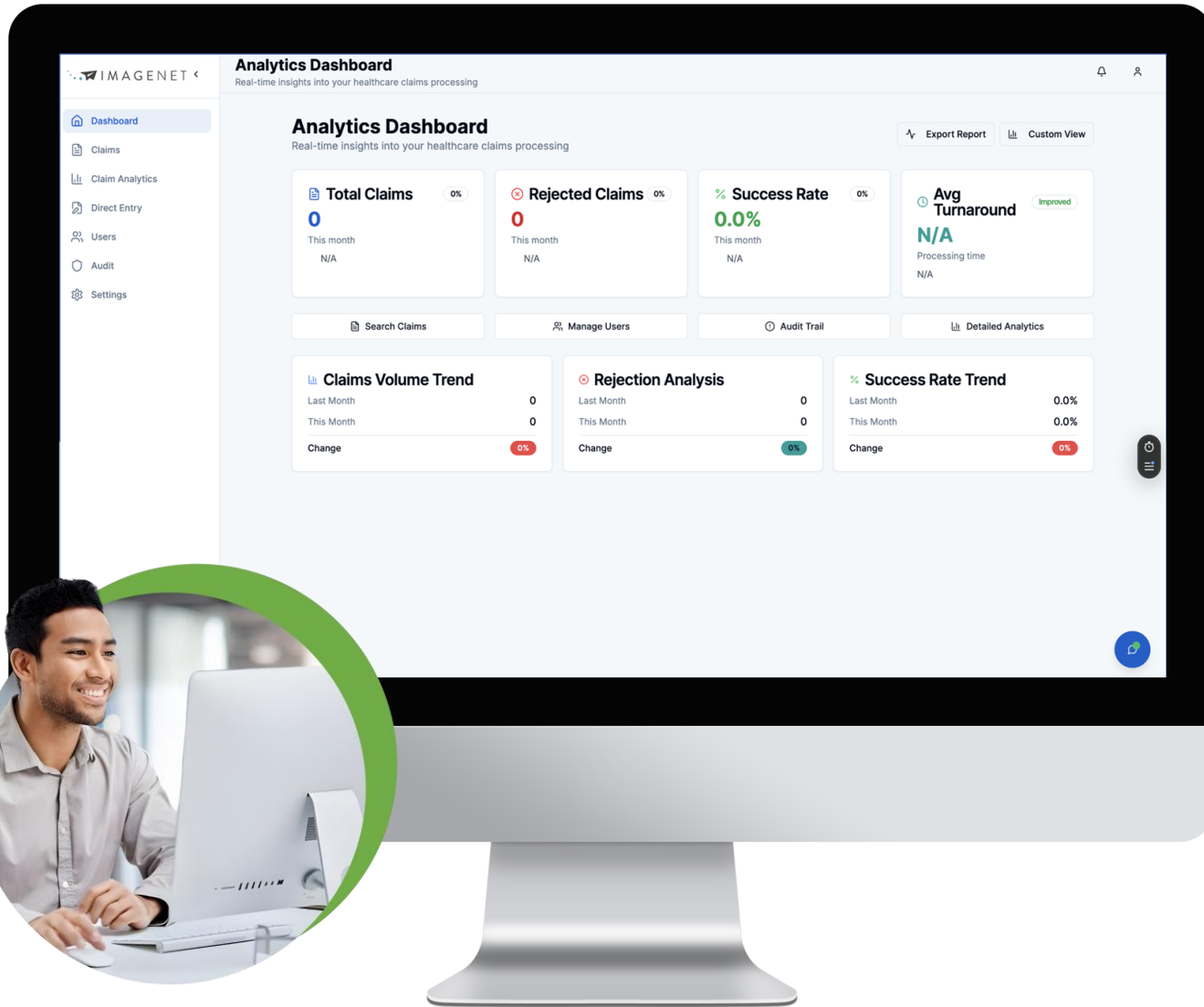
- HCFA, UB and Dental Claims Forms
- Provider Dispute Resolution (PDR)
- Appeals & Grievances (A&G)
- General Letter correspondence
- Medical Records
- Returned Mail

02

Key Workstreams

- Advanced Image Classification — Build and deploy AI-driven classification models.
- AI OCR & Data Extraction — Train models to extract relevant fields and reduce Turn Around Times
- Workflow Integration — Deliver extracted data into client platforms (e.g., OnBase, etc.)
- Datanet Repository — Image and workflow repository to fully leverage advanced search, review and approval queue functionality

Re-Designed Datanet with AI



The reimagined Datanet interface is clean, modern, and built with purpose - designed to get users where they need to go with fewer clicks and zero confusion.

Every detail has been refined to make navigating complex documents feel effortless.

OCR Optimization

- Accuracy Breakthrough: First-pass data accuracy improved to 99.3%, reducing downstream correction costs and significantly improving processing efficiency.
- Offshore Labor: Reduce or eliminate offshore processing needs
- Modernize Imagenet's OCR infrastructure

Manage Non-Claim Documents and Data

- Cost-effective solution to extract and store information in a timely manner from large volumes of critical documents.
 - Prior Auths
 - EOPs / EOBs
 - Provider Contracts
 - Appeals and Grievances
 - Medical Records

Document and Data Access

- Giving healthcare payers instant, intelligent access to every document, every time.
 - 24/7 secure cloud access
 - Within 48 hours
 - AI driven analytics
 - Complete audit trail of user activity

Thank You!

Contact us at info@imagenetllc.com to schedule a 20-minute Digital Mailroom Strategy Review.

We'll review your intake flows and share 2–3 quick-win recommendations.



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Appendix



Performance

25 Years Successfully Serving Payers

1B+ Documents Processed Annually

100+ Clients with 96% retention and 59 NPS*

99.8% Field-Level Accuracy

99.9% Uptime + Processing within 48 Hours

98% Clean Claims Processed in 2 Business Days

100% Processed in 3 Days

Value



Implementation

- 30-90 days
- Custom companion guide



Operational Transparency

- Quality + accuracy reports
- Daily reconciliation + rejection rates



Better. Faster. Cheaper.

- Our Quality, Accuracy, and Compliance are better
- Our implementations and responsiveness are faster
- Our fees are cheaper vs. others and vs. inhouse costs