Applications Intake

Overview

CompanyXYZ is responsible for receiving, reviewing and approving applications for Medical Care. These applications consist of applicant contact information and a brief description of their reason for applying.

Applications are paper based, and delivered either directly to the CompanyXYZ offices or to regional partners who received the applications, convert them to digital format, and then deliver to CompanyXYZ.

All regional partners are pre-screened and approved by CompanyXYZ and must pass our and Government guidelines. Approved partners are given VPN and FTP access to simplify transfer of the digitized forms to CompanyXYZ.

Ultimately, all forms must be converted to digital format, and the key data in the forms must be extracted to store in a Database. This final data extraction is the responsibility of CompanyXYZ.

CompanyXYZ employees (application processors) must review the (digital) forms for completeness and correctness. Once considered complete and correct, the application processors read the data on the digital file and retype the data into the master Database.

A diagram showing the high level process is reproduced below

Application Intake Workflow

Approved Partner

Partner Process and File Transfer

Physical Mail

Mailroom Scanner

FTP Server

Internal Document Storage

Internal Process

Database

Forms Processing Agent

Form data correct

Form data incomplete/ incorrect