Enovis Cuts Prescription-to-Order Authorization Time with 100% Data Accuracy Using Notable Systems

Medical equipment company Enovis saves $20 million annually by using Notable Systems to extract information that ultimately reduces the time and resources needed to process its orders.

Background

Enovis is an internationally recognized innovator in orthopedic equipment and supplies. With headquarters in Dallas, TX, Enovis processes an estimated 1.3 million orders of orthopedic products each year, serving patients and physicians in hospitals, urgent care clinics, ambulatory surgery centers, and doctors' offices. Many of Enovis's products require a physician's prescription. Filling those orthopedic prescriptions requires complex validation and pre-authorization, including extensive data entry and review.

Like most durable medical equipment companies, Enovis was using manual processes that were slow and prone to errors, which delayed submission to payers and resulted in lost orders. Enovis estimated that slow, inaccurate, manual pre-authorization and prescription processes cost the company $20 million annually.

Manual processes are slow, costly, and error-prone.

Before automating order processing with Notable Systems, Enovis outsourced much of its order processing. This manual process included handwritten forms, such as hard-to-read prescriptions and lengthy clinical notes (e.g., supporting demographic information, patient charts). Each order required human review and manual data entry, frequently with multiple validation reviews and error correction cycles.

Even though Enovis sent documents electronically to an outsourcing partner for pre-authorization processing, it would take several days to enter the order and flag missing or incorrect data. The partner would have to return faulty orders to the sales rep for further information and correction. If the correction process had to be repeated multiple times, it would delay pre-authorization and cost the sales department time and money.

Once the prescription was pre-authorized, Enovis would forward the claim and supporting documentation to the health insurance payer for approval. Claims submitted with errors or after eight days were more likely to be declined for payment. For expensive items, the patient would have to wait for payment approval before receiving the prescribed orthopedic device.

100% accurate!

Error-free claims are reimbursed faster thanks to Notable's automated system.

Notable

Automated data entry speeds payer approvals.

Enovis adopted Notable Systems to streamline pre-authorization and increase data entry accuracy. Now, rather than using manual data entry, Enovis sales reps scan documents and forward them to Enovis for processing. Once received, pre-authorization paperwork is routed directly to the Notable Systems platform, where the information is automatically captured and digitized. Notable Systems also audits the pre-authorization submission and returns the data with any errors flagged in minutes rather than days—contrary to the old system.

Notable Systems' automated system validates the information in every data field, using predetermined rules and workflows for absolute accuracy. The system highlights any missing or incorrect information and immediately sends a full report to Enovis. The sales rep is also immediately informed when further information is needed so they can fill in the blanks and resend the form for pre-authorization.

With Notable Systems, capturing data from pre-authorization forms is fast and seamless. Automating data entry with optical character recognition, document indexing, and automated data capture relieves the time and tedium of manual data entry and reduces the staff and resources needed for processing. One hundred percent accuracy also shortens turnaround time.

With the new automated system, Enovis can often complete and ready the order for pre-authorization on the same day.

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Enovis can now send—within minutes—emails to our hundreds of sales personnel around the U.S., letting them know if an order is 100 percent complete or if more data is required.

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Birt Stem,
Vice President of Automation/Sales Solutions for Enovis

Medical equipment company Enovis processes $120 million in orders annually with Notable Systems, **saving $20 million** by reducing the time and resources needed for manual data entry.

Notable

Enovis sees improved patient service and increased sales.

By using Notable Systems' high-speed, highly accurate data capture system, Enovis can submit pre-authorized orders to payers in days rather than weeks. Using Notable Systems' automated system ensures orders are 100 percent accurate, so they are approved faster.

"Enovis can now send—within minutes—emails to our hundreds of sales personnel around the U.S., letting them know if an order is 100 percent complete or if more data is required," Birt Stem, vice president of automation/sales solutions for Enovis, said. "This allows us to get patients the products they need much sooner. In addition, we are spending less time chasing down data and completing paperwork. In the end, we are increasing our sales and capturing revenue sooner."

The increased efficiency of automated order processing means higher revenue recovery rates for Enovis. The company continues to see a substantial return on investment in the Notable Systems platform.

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Want to see how Notable Systems can help your business?

Schedule a consultation today!

Notable™