

EGK-GESUNDHEITSKASSE

is relying on digital document processes for incoming mail



Challenge

1'000'000

incoming documents annually



Solution

digital mail cycle by processing incoming mail externally with data acquisition and preparation



Benefit

Efficient, affordable processing of all incoming documents while maintaining a stringent level of confidentiality

Whether they're medical bills, cancellations, changes of address, accident reports or cost coverage requests, EGK-Gesundheitskasse receives about one million documents each year. What is the best way of processing this large amount of information efficiently? SPS Switzerland Ltd has developed a time-saving, hybrid solution for EGK.

First of all, the local post offices triage the items that are still physically delivered to the EGK offices and the items that are sent to the SPS Service Center in Kriens for digitalisation. In the SPS Service Center, the mail is scanned and automatically sorted according to document type. There are 40 different document types at present. Insurance numbers and other relevant information are selected and directly transferred into EGK's workflow. All incoming mail is thus digitalised on a daily basis and made available in EGK's system for further processing. The SPS solution means that EGK has no fixed costs for hardware, software or personnel. Furthermore, EGK only ever pays the costs for the documents that were actually processed.

As part of the introduction of a new core system, EGK-Gesundheitskasse analysed its document processes together with SPS and reviewed them with the intention of making appropriate adjustments. The advantages of processing incoming mail externally, combined with data acquisition and preparation, were also evaluated.

Clearly formulated requirements and goals

Due to the large volume of data that's worthy of protection in the healthcare sector, EGK attached a great deal of importance to stability and maintaining a stringent level of confidentiality when choosing the appropriate service provider. At the same time, integrating the data centre and the existing partners was also one of the central requirements of this project. From an economic point of view, EGK primarily pursued the following goals by introducing a digital mailroom:

- Prompt access to daily mail through central processing and digital preparation
- Greater automation of incoming mail processing
- Outsourcing of non-specialist work processes
- Variabilisation of the associated costs
- Interception of volume fluctuations



The efficient centralisation of our incoming mail process in the SPS Service Center in Kriens, the guaranteed confidentiality and the binding service levels at activity-dependent costs convinced us that SPS is the perfect partner to implement the digital mail cycle at EGK.

– Patrick Tanner, Head of ICT at EGK-Gesundheitskasse



A perfectly coordinated solution

In the new mail processing procedure, the daily mail of the EGK agencies is already sorted in the local post offices. Personal and confidential mail is still physically delivered to EGK. All other documents are delivered to the SPS Service Center in Kriens. Customers address the collection and disbursement statements directly to the Service Center. All of the documents are scanned in Kriens. The digitalised collection and disbursement statements are sent to the existing EGK service provider

for subsequent recording and indexing. The documents are classified electronically according to document type. During this process, the underlying software extracts the relevant index data and compares it with EGK's reference data. The recorded documents are incorporated directly into the workflow within the responsible EGK service provider's data centre in the desired format.

The benefits for the client:



Complete cost transparency

Due to SPS' usage-based pricing model, EGK only ever pays for the services actually provided.



Digital processing procedures

The increase in the processing depth of the incoming mail leads to more documents being processed in paperless form.



Time Savings

thanks to a clear division of labour: EGK can pool its resources and concentrate on its core tasks as the incoming mail process is now less burdensome all around.



High level of value creation

The scalable solution can be expanded flexibly, so it's an ideal starting point for implementing additional digital document processes.



About the EGK-Gesundheitskasse

Having been a reliable partner since 1919, EGK-Gesundheitskasse specialises in providing its customers with professional advice and personal services in their local areas through its agencies. With its innovative products and services, it offers health-conscious insured individuals the choice between basic and private insurance. Furthermore, EGK's pioneering role in the equal treatment of conventional and complementary medicine means that insured individuals benefit from barrier-free access to complementary medical therapies. This approach is based on the firm belief that every patient should be viewed holistically.

Learn more about

