

TELCOR Document Management:

Put Every Document Exactly Where You Need It

Billing teams waste hours every week hunting for paper, switching systems, and reworking claims because the right document was not available in their RCM system. TELCOR Document Management eliminates that chaos by embedding scanned and electronic documents directly inside the TELCOR RCM workflow. No outside systems. No paper chases. No wasted clicks.

WHAT TELCOR DOCUMENT MANAGEMENT DOES

Outside documents scanned or interfaced into TELCOR RCM are automatically assigned a document type. This process occurs using either the document file name, or TELCOR's AI-powered built-in OCR engine. Every document becomes fully searchable, linked, and accessible across the entire revenue cycle. Document types include:

- EOBs
- Medical records
- Requisitions
- Payer correspondence
- Insurance cards
- Appeal documentation
- Many more

TELCOR DOCUMENT MANAGEMENT VS TYPICAL DOCUMENT SYSTEMS

	TELCOR Document Management	Typical Document Systems
Integrated into Billing Workflows	Documents open directly from Claim Inquiry, Remittance, Errors, Denials, and Appeals workqueues.	Staff must leave their billing system to search for files in a separate platform.
Automated OCR and Classification	All scanned and interfaced documents run through AI-powered OCR and are automatically classified by type.	Relies on manual indexing, increasing delays and misfiles.
Live Document Sync With Claims	As billers move between claims, the matching document updates instantly.	Static document views require manual search for each claim.
Built-In for EOB Posting	Paper EOBs can be scanned, keyed, and permanently attached to claims inside remittance.	EOBs live outside the billing workflow or remain on paper.
Faster Demographic and Coding Corrections	Requisitions and insurance cards open instantly from demographic, transaction, and coding workqueues.	Staff must switch systems or search shared drives for supporting documents.
Automated Appeals Assembly	Appeal documents are auto-collated based on payer requirements and stored on the patient account.	Appeals require manual document gathering and assembly.



WHERE THE VALUE SHOWS UP IMMEDIATELY

Faster Document Linking at the Claim Level

From claim inquiry, documents are instantly synced to existing claims. As they move between claims, the corresponding documents update automatically. There is no searching through paper files and no jumping between systems.

Paper EOBs Become Digital, Keyed, and Searchable

Paper EOBs and manual correspondence are scanned into Document Management and posted directly from the remittance screen. Once keyed, the EOB remains permanently attached to the claim.

BUSINESS IMPACT

- ✓ Fewer claim delays.
- ✓ Faster cash posting.
- ✓ Reduced denial cycle time.
- ✓ Less staff burnout.
- ✓ Stronger audit and compliance posture.

Demographics Updated with One Click

From the Review Held Accounts workqueue, demographic teams can open missing requisitions instantly while updating patient records. As they move through accounts, the matching requisition loads automatically.

Faster Error Resolution

From Coding and Transaction Error workqueues, billers can open requisitions directly from the transaction screen to correct missing diagnoses, NCD failures, or validation issues.

Denials and Appeals Fully Centralized

Insurance cards, medical records, and appeal documents are stored directly on the patient account. Appeal packages are automatically assembled based on payer requirements, viewable as one complete packet, and ready for submission.

SPEED, ACCURACY, AND EFFICIENCY

- ✓ Faster payment posting, corrections, and claim resolution.
- ✓ No lost EOBs. No filing cabinets. No interruptions to posting flow.
- ✓ Faster demographic cleanup with fewer touches per account.
- ✓ Efficient clean claims clean up without leaving the transaction screen.
- ✓ Faster appeal turnaround with automated compiling of documents.

RECOGNIZE IMMEDIATE VALUE

- ✓ No external document systems required.
- ✓ No paper searching.
- ✓ Built directly into daily billing workflows.
- ✓ OCR-driven classification.
- ✓ Full document visibility across claims, remittance, errors, denials, and appeals.
- ✓ Audit-ready document tracking.
- ✓ Major reduction in manual handling time.

