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Kate Lyster, Process Analyst – Caremark RX, Inc.

kwiktag[®]

Digital Filing for the Enterprise

Caremark RX, Inc. | Scottsdale, Arizona

Customer Profile:

Caremark RX, Inc.

Caremark RX, Inc. is a leading U.S. pharmaceutical services company, providing comprehensive drug benefit services through its affiliates to over 2,000 health plan sponsors and their plan participants. The company operates a national retail pharmacy network with over 57,000 pharmacies, seven mail service pharmacies, 21 specialty pharmacies, and the industry's only FDA-regulated repackaging plant.

The Challenge:

Paper Overload

The network management department tracks and maintains paper documentation for the company's network of pharmacies. Numerous document types are found in the department's more than 30, four-drawer lateral filing cabinets including over 18,000 Federal Employee Program client agreements, affiliate agreements, physician files, and contract information. The department retains two, full-time file clerks to manage this paper throughout its life cycle.

Additionally, internal departments regularly request this information from network management. The sheer volume and frequency of these requests consumes half of each file clerk's day with searching, copying, forwarding and re-filing the paper documents. Furthermore, a corporate merger forced the integration of thousands of new files into the system. Although overwhelmed, going "paperless" was not an option. Paper was, and would continue to be, standard operating procedure.

Overview

Summary

The Network Management Department needed treatment for its massive amount of paper and inefficient retrieval system.

Departments

- Hundreds of Internal Users
- Two File Clerks are Working at Maximum Efficiency

Documents Scanned

- Contracts
- Federal Employee Program
 - Contract Agreements
- Physician Files
- Affiliate Agreements

Solution

- KwikTag Basic

The Solution:

Paper-to-Digital

Converting all of the department's paper to digital files was the obvious solution, but the transition had to be fast, easy, and could not interfere with day-to-day operations. The ideal solution had to roll out to every departmental desktop and provide a day-forward system for the front office. After considerable research, the department installed a 40-user KwikTag Basic System. By leveraging their existing Xerox digital copier, and later adding a Panasonic production scanner, the department tackled its paper problem with results that went far beyond their expectations.

"KwikTag has benefits I didn't even imagine," says Kate Lyster, process analyst and head of the Network Management department. "More efficient workflow in our department means better efficiency in every department we touch, which translates to overall improved outcomes for our members."

To capitalize even further on KwikTag's successful implementation, Lyster took on the backfile project and converted 26 four-drawer filing cabinets into KwikTag. Having these files in digital format enabled the department to expedite client and internal audits that occur throughout the year.

Most recently, Caremark acquired KwikTag's Software Development Kit (SDK) so the company can integrate KwikTag directly with their contract management system. This will eliminate duplicate work and increase data integrity. The SDK embeds KwikTag's unique technology within line of business applications to manage related paper in a digital workflow.



Results

Time Savings and Staff Efficiency

Reduced staff time spent processing paper files by more than half while throughout volume more than doubled.

Customer Satisfaction

The time spent searching for documents was reduced considerably with the turnaround time for requests going from hours to minutes.

Better Organization

KwikTag enables multiple and instantaneous document views within a network file cabinet, managing files as secure digital assets rather than individual paper records.

Disaster Recovery

KwikTag Basic enables paper assets to be managed and backed up along with the organization's other information assets.

Additional Applications

A mainframe application drives fax blasts to contracted member pharmacies. Now they are barcoded in advance of sending. Return faxes are automatically filed to a KwikTag drawer subsequently tracking the response rate of each initiative.



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