



TAYLOR
HEALTHCARE

7 Key Ways to Improve Document Management

A Service “Wellness” Checkup



Service “Wellness” Checkup

Use this simple guide to diagnose the level of service “wellness” in your hospital, clinic or other healthcare facility.

*If you aren’t able to check **most of these boxes** in the following categories, you may benefit from seeking an **alternative print management supplier**.*

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01 In-Person Service

- Do you see a representative from your current print supplier in person on a regular basis?
- Do the people servicing your hospital understand your business requirements and priorities?
- Does your supplier demonstrate the desire for a long-term relationship by placing your needs first?
- Is your supplier honest about their strengths and weaknesses?
- Does your supplier coordinate with your forms committee?
- Is your supplier consistently checking the PAR level inventory in your supply cabinets and individual workstations?



02 Ease of Doing Business

- Do you have a customized, configurable web portal for easy online ordering?
- Can employees order business cards and stationery online, and can they proof their orders in advance?
- Does your forms supplier also offer commercial printing for marketing and promotional products?
- Is your print supplier making life easier so you have more time to spend on other objectives?





03 Process Improvement

- Are all of your forms clearly numbered with a unique identifier for easy tracking and version control?
- Does your print supplier offer strategies to help you minimize obsolescence, reduce errors and improve response rates?
- Do they recommend ways to optimize design to make documents less expensive to produce?
- Does your supplier offer online proofing tools to facilitate content collaboration for quicker approval and faster turnaround?
- Do they help support consistent medical practices across the multiple facilities in your network by standardizing forms?
- Does your supplier offer the translation of high-volume forms into multiple languages?
- Does your salesperson suggest optimal order quantities based on usage history?
- Is your current supplier suggesting ways to help enhance the patient experience?

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(907) 644-6800
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CivilianHealth

HEALTHCARE FORMS ORDER REQUEST

Please order a 2-month supply.

Mail to: **Affiliated Computer Services, Inc.**
P.O. Box 240808
Anchorage, AK 99524-0808

Allow approximately 4 weeks for delivery.

You must include your Medicaid Contract ID* (MCI); for example, "MD0000", "HS00IP", "PH0000", etc.

Ship to: _____
Attention: _____
Phone Number: _____
MCI: _____

Form Requested		Quantity				
Number	Description	25	50	100	300	Other
UB-04	Institutional Claim Form (e.g. Inpatient/Outpatient Hospital, Home Health, Long Term Care)					
AK-04	Transportation/Accommodation					
AK-05	Adjustment/Void					
J400	Dental Claim Form					
AK-10	Child Health Screening					
AK-11	Claim Inquiry					
AK-PA	Prior Authorization					
CMS-1500	Non-Institutional Claim Form (e.g. Physician, Therapists, Nurse Practitioner)					
Provider Billing Manual	Title of Manual or Provider Type (see reverse):					

Signature of Provider or Authorized Person _____ Date of Request _____

For Affiliated Computer Services, Inc. Use Only

Comments: _____
Date Shipped: _____ Shipped By: _____

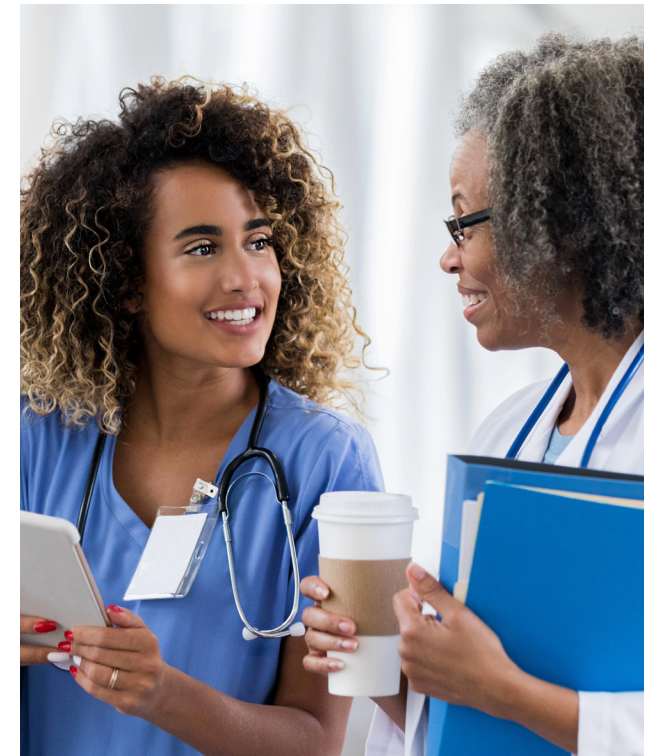
*Formerly known as Alaska Medical Assistance Provider Number **Revised 11/13/2023**

04 Technology Transition

- Does your supplier check forms for EMR compatibility?
- Do they help you create and maintain an EMR backup kit?
- Do they work with you to identify positive patient identification solutions?

05 Billing

- Is your billing clear, accurate and easy to understand?
- Do your actual invoices match what you expected to pay?
- Are you getting good value for the prices you pay on products and services provided?



06 Performance Tracking

- Can your supplier document at least 10% in savings during the past year by consolidating and eliminating forms?
- Are you getting the guaranteed savings you were promised?
- Does your supplier routinely report back to you on progress against savings targets?
- Does your supplier report their on-time rate of delivery?
- Are backorders and stock-outs very rare?
- Do you receive customized usage reports on a routine basis and upon request?
- Does your supplier take a physical inventory at least once annually?
- Do they have an established process for identifying and removing aged inventory from your books?
- Does your current supplier sit down with you periodically to establish mutual goals?

07 End-User Satisfaction

- Is it clear to employees where they turn to get forms, labels and other printed items they need?
- Do your employees know who to call if there is a question of a problem?

Learn More

If you're interested in improving your print management processes, please contact your representative today.



TAYLOR
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