



## NAS Mail Processing

### A Secure Mail Facility

Noridian Administrative Services receives, sorts and processes millions of paper documents every year. Our Mail Processing Center specializes in outside mail, handling the sorting, extracting, screening, batching and patching of documents. Additionally, NAS can process undeliverable mail and perform an initial sort of correspondence.

All of these operations are performed in a secure mail receiving facility, following strict rules and regulations regarding privacy and security set forth by the federal government in the Health Insurance Portability and Accountability Act of 1996 (HIPAA). All information passing through NAS facilities is kept highly confidential and accessible only to you.

### Mail Processing Operations

To start the process, mail is sent to a specially designated post office box address to keep it separate from all other mail. A contracted courier service transfers the mail to a secured receiving area. This area is a limited-access room with a locking overhead door for receiving deliveries and locking double-access doors leading to the processing center itself. At no time are both access points allowed to be open simultaneously. Unopened mail is held in this area until processing begins.

Mail is opened using six mail extracting stations. Each station operator opens envelopes on three sides to ensure all the contents are removed. The station operator sorts, batches and patches approximately 225 envelopes every hour for a total throughput of 1,350 envelopes per hour. As needs dictate, staff and equipment can be added. The processing center is designed to operate 24 hours a day using three eight-hour shifts, Monday through Friday. Saturday shifts can also be added to process heavy mail loads.

After processing, mail can be delivered to designated receiving points using couriers or FedEx depending on client needs.

### Added Value

The NAS Mail Processing Center operates in the same facility as the NAS Document Digitization team. This allows further cost savings by having NAS process your mail and then scan the documents using state-of-the-art document management system technology as well as optical character recognition (OCR) technology.

Equipment features include skip detection to ensure all documents are scanned, and a quick-set elevator which automatically returns to the batch level set to enable the scan operator to scan at a faster rate. Documents are stored as digital image files on computer servers, allowing you immediate access to documents through your computer network.