

# Noridian Administrative Services



## Document Management

### Managing Your Information

Managing information is not an easy task. It's further complicated by the fact that information arrives in multiple forms, whether through paper or by one of many types of electronic documents. Keeping those documents organized and accessible is a huge challenge.

Noridian Administrative Services provides document management services that help you meet that challenge. We manage all types of documents for

you, such as checks and claim forms, and including a myriad of electronic formats, from Microsoft Word and Excel, to Portable Document



Document Format and HTML files. Each document is indexed and easily retrievable from our secure storage units.

For proper management of paper documents, Noridian Administrative Services offers Document Digitization services that convert those documents into image files or, through use of a variety of software, saves them as one of a pre-defined electronic formats. We can import electronic documents from your system or from another vendor who provides digitization services. Our systems also have the capability to receive faxes, importing, indexing and storing them, eliminating paper documents altogether.

### Document Management Processes

Finding documents used to be a matter of sorting through boxes filled with paper. With Noridian Administrative Services, documents are stored electronically and are indexed according to your specifications, allowing fast retrieval of important information and easily bringing that information into any workflow process. The original paper documentation can be shipped to a facility of your choosing.

Accessing your documents is simple when you use Noridian Administrative Services for document management. Once we have sorted and indexed the documents, we can transmit them to you over secure telecommunications links, over the Internet on a virtual private network, or by recordable media such as CD-ROM or DVD. Please note that under federal law, personal health information (PHI) cannot be transferred over the Internet.

You choose how you want to access your documents. You control access to your information through user identification and password systems of your choosing. Your



employees, or whomever you designate, can retrieve the data at their convenience. We work with several companies that can provide you

with the necessary software. Another option we offer is to automatically e-mail the documents to your facility once they have been processed. Documents are stored as long as you need them. You can store them forever or have them purged from the system after a certain time period.

Over time, documents may need to be updated. Noridian Administrative Services provides the ability to not only revise a document, but to track any changes that are made. We also maintain a history of revisions made to each document. And as any changes are made to a document, our software updates the backup documents as well. You can also review your user group's activity to learn which documents have been accessed and updated during any specified date range.



## Added Value

If you need an end-to-end solution to a document management dilemma, Noridian Administrative Services offers Mail Processing and Document Digitization services that further increase efficiency and cost savings. Utilizing NAS services improves your bottom line by eliminating costs for updating or expanding your infrastructure.



## Operational Support

When Noridian Administrative Services manages your documents, you can count on security, confidentiality and cost-effective service. All documentation is backed up daily to ensure none of your information is ever lost. A log file tracks operations so servers can recover data from specific dayparts. On-site professional technical staff is available 24 hours a day to maintain all equipment in the facility, located at NAS headquarters in Fargo, North Dakota. Disaster backups are kept at off-site locations.