



# Case Study: Screen Actors Guild



## Customer Overview:

The SAG-PPHP were established in 1960, as the result of a collective bargaining agreement between producers in the motion picture and television industry and the Screen Actors Guild. The SAG – PPHP benefit participants and their families throughout their careers and into retirement.

Health Plan benefits include hospitalization, major medical, dental, mental health, and chemical dependency benefits and life insurance. The plan also provides pension benefits to qualified participants. Benefits are provided to working and retired actors and their dependents in all 50 states.

## Global 360 delivers star performance, streamlines adjudication, enhances member service, and ensures HIPAA compliance

### Challenges

The Screen Actors Guild – Producers Pension and Health Plan (SAG-PPHP) processes more than 750,000 medical claims with the number growing each year. Additionally, it must manage a constant influx of new member documentation.

### Solution

Global 360 BPM Suite enables SAG-PPHP to convert paper documents into easily manageable electronic documents, enhance processes, and reach HIPAA compliance.

### Results

Global 360 BPM Suite has reduced the number of steps in the process from 26 to 6. Additionally, SAG-PPHP has integrated its OCR software, claims system HIPAA exchange server, and Global 360 into a seamless process management system. This allows SAG-PPHP to balance workload, integrate audit points into the process, and quickly retrieve claims documentation.

With 66,000 eligible participants and dependents, the SAG-PPHP must handle a huge volume of documentation: earnings reports from the studios, performer information forms, beneficiary forms, supporting documentation, correspondence, and claims. In particular, SAG-PPHP processes more than 750,000 medical claims each year — a number that continues to grow — while also managing a constant influx of new member documentation.

Processing such a volume of claims could be an overwhelming task for this in-house organization. But with a business process management solution from Global 360, the SAG - PPHP team handles the workload efficiently and cost effectively—while ensuring compliance with the Health Insurance Portability and Accountability Act (HIPAA).

“Our focus this past year has been ensuring HIPAA compliance,” states Amanda Bernard, Executive Project Manager for the SAG Producers Pension and Health Plans. “A central part of HIPAA compliance is being able to receive 837 transactions electronically. We have integrated our OCR software, claims system, HIPAA exchange server, and the Global 360 system. The Global 360 professional services organization has set up and customized adjudication, the Global system will audit the automated claims process and facilitate error correction. For example, should a problem be detected with a claim, manual intervention will be required.

### Challenges

The SAG needed a process and document management solution to enable them to convert paper documents into easily manageable electronic documents, streamline adjudication, enhance member services, and ensure HIPAA compliance.

### Solution

The SAG deployed Global 360 process and document management services in support of the SAG Producers Pension and Health Plan, integrating with their OCR software, claims systems, and HIPAA exchange server.

### Results

The SAG is now able to balance workloads, integrate audit points into the process, and quickly retrieve claims documents in support of the 750,000 medical claims they receive each year.



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Again working with Global 360 Professional Services, SAG-PPHP will be able to transform 837 electronic data from the claims system into formatted images that can be viewed along side other supporting documentation on an adjuster's screen. This capability will enable the adjuster to determine the problem, correct the information using a form within the process, and send the corrected claim back into the mass adjudication system.

"Our top priority is to serve the needs of our participants," concludes Amanda Bernard. "Global 360 enables us to process our claims more accurately, more efficiently, and to provide the level of service our participants expect."

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*- Amanda Bernard, Executive Project Manager*