



# CASCADE™ Correspondence

## KEY BENEFITS

### Capture, store, retrieve and work your correspondence online

Medical correspondence is critical to the healthcare revenue cycle workflow. Images of correspondence are uploaded to the MediStreams portal. Several examples may include denial, patient, pre-certification, or appeal letters.

Correspondence can quickly be identified, routed, and worked as necessary, reducing hours of manual processes handling paper correspondence.

All correspondence is scanned at the lockbox and the images are transmitted to MediStreams for processing and uploading to the web portal identified by a correspondence ID, deposit date, received date and # of pages for all the documents.

Online tools are available for the client to further index the documents by payer, a status such as in-progress, complete, and type such as appeal, collections, medical records, address change, patient name and account number.

After indexing, the correspondence can be routed for follow-up and assigned to a specific user. A user responsible for working correspondence can simply log on and work it in the portal. The correspondence is included in the ten-year permanent archive for future research and a configured correspondence output file may be sent to the client.

Secure and internal controls follow the HIPAA Privacy Rule

Online tools available for indexing as to status, document type, and patient information

Maintained for ten years, the archive eliminates the need for paper storage, providing online reporting tools and analytics

Reduces or eliminates paper storage

