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## Electronic workflow makes your office more efficient

### About basys

*Since 1977, basys has specialized in benefits administration software for the Taft-Hartley community, providing integrated technology solutions that help trust fund offices, national multiemployer plans and third party administrators accurately and efficiently serve millions of members across the US and Canada. Basys software suites, web-based portals and hosting services deliver cost-effective and reliable health and pension benefits processing, fund office administration, reporting and member service on a platform built for data security, regulatory compliance and a lower total cost of ownership.*

**eFlow** from basys can transform your fund office or TPA into a powerful, streamlined, paperless operation that smoothly and efficiently serves members and optimizes your productivity.

**eFlow** automates your workflow by routing electronic tasks to the right staff, eliminating misplaced paperwork, improving job turnaround times, and reducing administrative costs.

### How does eFlow work?

YOU control how work flows through your office using **eFlow** rules you can easily configure. These rules define when the system creates a job, to whom it is routed and when it moves to the next person in the cycle. Rules also tell the system how to handle exceptions, escalations and the archiving of completed jobs. For example, in a claims processing office, **eFlow** rules can be set up to automatically create a job when the basys system receives an electronic claim, or when an operator scans and indexes a paper claim.

As **eFlow** creates jobs, it bundles similar tasks into batches and automatically distributes them to operators according

to workflow rules and load balancing you control. Operators access their work using **eFlow**'s Task Manager, a user-friendly electronic "in-box" that shows the batches they've been assigned. The operator can open a batch and begin working on a job. From the Job Details screen, operators can launch the basys application needed to complete the task, and once completed, the job moves from the operator's Task Manager to the next person in the flow.

**eFlow** connects transparently to an optional Enterprise Content Management (ECM) system like Hyland OnBase, so operators can view images, files, emails, etc. related to each job from within **eFlow**. These documents and files are linked with the appropriate record for archiving and easy future retrieval.

Ready to automate your workflow and make your office more efficient? Talk to basys today about **eFlow**.