

**CASE STUDY: CLAIMS MANAGEMENT SYSTEM****Overview**

**Industry:** Healthcare, Insurance

**Customer Profile**

Argus Dental Plan is a leading Dental Insurance provider in Florida. Dental insurance plans offered by Argus Dental Plan are available at over 3,000 partnering General and Specialty dental provider locations, all credentialed in accordance with guidelines set forth by the National Committee for Quality Assurance (NCQA) and the Centers for Medicare and Medicaid Services (CMS).

**Business Situation**

To achieve efficiency in the claims processing, Argus Dental Plan needed to eliminate time-consuming, paper-based processes, and it needed to do this within a certain timeline on within a specified budget.

**Solution**

Rimage Designs implemented the Claims Management System at Argus' premises. With minimal system downtime, the solution has automated many business processes and upped efficiency enterprise wide.

**Benefits**

- Streamlined business processes
- Faster claims processing
- Reduced paperwork
- Better business insight
- On demand reports
- On demand letter generation
- Data entry time savings of 80 percent

*“ Working alongside our internal teams, Rimage Designs has helped deliver a fantastic business process automation solution for our claims processing. From the initial white boarding right through to the launch of the application, Rimage Designs' team members demonstrated dynamic skills and a professional approach. Rimage Designs' team members communicated well, fully engaged with our business, delivered on time and completed the project within our budget.*

*Their experience is apparent. I would like to thank the Rimage team for an outstanding output. Rimage streamlined our business processes and they far exceeded our expectations! ”*

**Dr. Nicholas M. Kavouklis, DMD**  
CEO/President  
Argus Dental Plan, Inc.

Rimage Designs completed a major Business Process Automation project for a premier Dental Insurance company in Central Florida. The project objective was to build an enterprise Dental Claim Management solution to be used by Argus' Claims Processing department. The custom application was developed using Agile methodology and Microsoft ASP.Net 3.5, C# and SQL 2005 and deployed successfully in time, within budget and with minimal system downtime.

Rimage Designs LLC provided these services:

- ✔ Project Management
- ✔ Business Analysis
- ✔ Application development and database design
- ✔ Post deployment support

For more information about the web design and custom software development services offered by **Rimage Designs** LLC, call 863.660.9408. To access information using the World Wide Web, visit [www.rimagedesigns.com](http://www.rimagedesigns.com).

For more information about the dental insurance plans offered by **Argus Dental Plan**, Inc., call (877) 864-0625. To access information using the World Wide Web, visit [www.argusdental.com](http://www.argusdental.com)