

Your total solution for
recorded claim statements™

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Take Charge
of claim
statement
processing



with America's leading solutions for
recorded claim statements

Datascribe RecordNow™
Datascribe StoreNow™
Datascribe TranscribeNow™
Datascribe ProtectNow™

Powered by 



The experts in claim statement processing

Your total solution for outsourced claim statement recording, transcription, storage and protection.

At the heart of every claim investigation is the recorded claim statement—an essential part of the claims review process and an ideal function to outsource. Outsourcing claim statement recording, storage, transcription and protection to the claim statements specialists at Datascibe can reduce overhead and dramatically increase productivity. No more costly hardware investments and/or constant equipment upgrades. No more damaged or lost statements. And no more expensive personnel downtime due to hardware malfunctions.

The recording, storage, transcription and protection of claim statements are all functions that benefit greatly from our experience with the special requirements of our clients. We created our proprietary services specifically to serve your needs, making Datascibe the customer service leader in recorded claim statement solutions.

CALL NOW
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Datascibe RecordNow™ We are the experts in capturing recorded claim statements.

- No equipment investment, repairs or upgrades
- No staff investment or down-time and minimal training
- Reliable state-of-the-art recording systems
- Never-busy, 24/7 availability
- Totally scalable to accommodate any work volume
- Toll-free telephone transmission
- User initiated flexible workflow options (i.e., store only or transcribe and store)
- Users can access their own recordings 24/7 (ask about Datascibe ListenNow™)
- All digital audio input accepted, including hand-held digital recorders and direct microphone to PC setups
- Conversion to portable digital media available
- Secure 24-hour FTP server for safe file transfer
- Monthly activity reports track usage
- Live customer support as needed

Datascibe StoreNow™ We are the experts in storing recorded claim statements.

- The ultimate flexibility in storage, file management and cost control
- Fast and easy access to any stored file for any reason
- No need to transcribe every recording; complete flexibility to store or not store
- Conversion to portable digital media available
- Users can access their own recordings 24/7 (ask about Datascibe ListenNow™)

Datascibe TranscribeNow™ We are the experts in transcribing recorded claim statements.

- Verbatim transcription specialists
- Large domestic staff of transcription specialists
- Fast, routine turnaround
- Same day rush orders available
- Spanish language translation and transcription available
- Dictation transcription available
- Proofreading and quality assurance on every statement transcript
- Digital copies of documents maintained as back-up available
- Transcripts e-mailed, faxed or mailed as requested

Datascibe ProtectNow™ We are experts in protecting our clients' workflow and work product.

- Uninterrupted workflow; redundant systems as integral part of disaster recovery plan
- Password protected user access
- Audio and document encryption
- Secure FTP server for safe file transfer
- Secure file back-up to both onsite and offsite premises
- Rigorous HIPAA compliancy
- Multi-step hiring process, including tests, interviews, and background checks
- All employees sign confidentiality contracts



New technology is constantly improving the productivity and quality of recorded claim statements. The problem is that not all businesses want to make the investment required in expensive hardware, maintenance and support of a sophisticated call recording system. With Datascibe solutions, you have the power to take charge of your claim statement processing while saving on overhead and providing your employees the flexibility to work with maximum efficiency.

Claim statement solutions that are easy, cost-effective and secure



Case Studies	Challenges	Datascibe RecordNow Solution	Datascibe TranscribeNow Solution	Datascibe StoreNow Solution	Datascibe ProtectNow Solution
An insurance company takes telephonic recorded statements, relying on cassette tapes, the equipment that produces them and an in-house staff to transcribe them.	Broken and/or misplaced tapes and recording quality degradation, expensive overhead, including equipment, office space, staff, training, benefits, vacation and down-time. Not core competency of staff. Needs to maintain confidentiality.	✓	✓		✓
An insurance company with numerous claims offices, using different ways to record and transcribe, is looking to standardize processing and economize by outsourcing to one company.	Medical, legal or generic transcription companies are not expert in verbatim insurance transcription, systems need to discriminate between work to transcribe and work to store without transcription, users need ability to access recordings, listen and request transcription, need complete scalability to handle large work volume with uninterrupted workflow and personal service. Need monthly activity reports to track usage of each claims office. Needs to maintain confidentiality.	✓	✓	✓	✓
An insurance company has an occasional need for transcription, but when needed it's on a rush basis; also requires audio on portable media for litigation purposes.	Expensive equipment investment and maintenance, hard to maintain reliable on-call transcription personnel with claims statement experience, secure storage and back-up system required, consistent customer support only as needed. Needs to maintain confidentiality.	✓	✓	✓	✓
A TPA has a lack of adequately trained personnel due to turn-over, resulting in a large backlog of tapes that require transcription.	Disruption of work flow, maintaining transcription turnaround, training new personnel, confidentiality.	✓	✓		✓
An insurance company with numerous field adjusters, utilizing both digital and analog hand-held recorders for taking recorded statements, requires the adjusters to type up their own work or find their own transcriptionist.	Quality control of recordings, management of recordings, keeping transcription timely, establishing quality assurance and confidentiality.	✓	✓		✓

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