



ImageNow[®] for Constituent Services

Federal, state and local governments are tasked with managing increasing volumes of paper. The deluge of documents stems from many sources — applications and supporting documents, tax forms, permits, licenses and so on. What's more, your staff is not only required to keep all these documents on file for years, they must be able to retrieve a precise document at a moment's notice. Turnaround times have shortened while the requirements for regulatory compliance and data security have increased. To better serve constituents, public sector organizations must find solutions to streamline everyday organizational processes, preferably ones that build on existing infrastructure and hardware investments for quick ROI.

ImageNow enterprise document management, imaging and workflow solutions from Perceptive Software helps government agencies worldwide replace paperwork obstacles with new time, cost and productivity efficiencies. ImageNow enables you to easily capture, organize, access, manage and route any type of document alongside virtually any business application, ensuring swift document processing, increased staff productivity, and enhanced constituent services.

ImageNow at Work

Reduce Manual Processing

Instead of just storing documents in file cabinets, scan paper materials into ImageNow and automatically import online forms, faxes and e-mail directly into the secure ImageNow repository. Authorized users agencywide have single-click access to information.

Organize All Your Documents

Collect all types of documents from any source to boost productivity while creating a secure repository for your critical information. Storing documents electronically in ImageNow eliminates folder preparation, filing, manual retrieval and other tedious tasks. ImageNow automatically imports and indexes documents and updates your business application, eliminating the wasted time and errors associated with data entry.

Energize Your Workflow

Route documents automatically for faster approval. By augmenting your existing workflow practices with ImageNow item-based workflow, you can recognize areas of inefficiency and correct them.

Immediately Respond to Inquiries

Resolve issues in seconds with real-time access to information. With ImageNow, putting a constituent on hold for a trip to a filing cabinet is a task of the past. Simply click the ImageNow button, and the information you need is displayed instantly.

Enhance Regulatory Compliance

Meeting regulatory requirements is almost impossible without a centralized repository to store the vast amounts of unstructured data generated across your agency. With ImageNow, preserve the integrity and confidentiality of your records.



- 1 Amy Richards, a constituent, calls wanting to know the status of her benefits recertification for public assistance.
- 2 You open her record in your case management software and click the ImageNow button.
- 3 ImageNow instantly displays the packet of documents related to Amy, and you select the "Notice of Approval" letter from the document list.
- 4 ImageNow displays the letter, and you verify Amy's approval.

Case Management
Case Management :: Account Information

Client Overview

Client ID:	451-82-8895	Assistance Type:	Food Assistance
Client Name:	Amy Richards	Agency Case:	2345001-87
Date of Birth:	02/11/1965	Case ID:	780987653
Approval Date:	06/21/2007	Standing:	Active
Time in Program:	12 months	Employer:	ABC Foods, Inc
Agency:	Services and Welfare	Employer Location:	Baltimore, Maryland
Last Visit:	09/01/2007	Review Date:	10/01/2007
Address:	1323 Main St. Baltimore, Maryland 21246		
Reviewers Comments:	Satisfactory - Phone interview		

ImageNow Explorer

Document Type	Document Status
Application - Assistance	Approved
Case Review	Scheduled
Notice of Approval	Sent

ImageNow Viewer - [Page 1]

DEPARTMENT OF HEALTH & HUMAN SERVICES
Health Care Financing Administration

Center for Medicaid and State Operations
Family and Children's Health Programs Group
Division of Integrated Health Systems
7500 Security Boulevard
Baltimore, Maryland 21244-1850

June 31, 2007

Amy Richards
1323 Main St.
Baltimore, Maryland 21246

Dear Amy,

You have been approved for the state food assistance program. The food assistance program (also known as the food stamp program) is a nutrition assistance program which provides a user card (plastic debit card) to eligible persons for use in purchasing food from local grocery stores.

Enclosed are your user card and a summary of major eligibility provisions of the food assistance program. Complete information regarding the food assistance eligibility can be obtained by contacting your local social and rehabilitation services office or at 1-555-555-1234

Sincerely,

Chris Jones
Case Worker



ImageNow Workflow

ImageNow Workflow enables users to quickly and securely share information to process an enrollment application, review a case file or approve benefits. Alarms alert users to new documents, encouraging timely processing.

In addition to eliminating the delays, security risks and costs associated with distributing paperwork, ImageNow Workflow enables managers to track documents and monitor employee productivity with auditing and reporting functions.

perceptive software

22701 West 68th Terrace
Shawnee, KS 66226
USA
tf +1 800 941 7460
tel +1 913 422 7525
fax +1 913 422 3820

Atrium Court
The Ring
Bracknell
Berkshire RG12 1BW
United Kingdom
tel +44 (0) 1344 384800
fax +44 (0) 1344 384805