



## HEALTHCARE INFORMATION SERVICES

DOMA is strategically positioned to support healthcare programs through technology-centered information management solutions.

### Healthcare Customers Using Our Software & Services



## Value Based Care Through Better Digital Data

DOMA has decades worth of experience working with leading healthcare organizations within the Federal Government, commercial hospital systems, private physician practices, and large payer/provider networks. We specialize in data and content capture, medical records review, and claims development and processing. At DOMA we take privacy seriously and have positioned ourselves as leaders in Protected Health Information (PHI) and Personally Identifiable Information (PII) data compliance and security.

## How We Can Help

DOMA's healthcare information services include medical records outreach, and claims development and processing. We are able to cut to the heart of complex problems and offer targeted micro-solutions that help make medical data more accessible. Whether you are still struggling with archives of paper files, have transitioned to digital records, or need additional workflow support, our expertly trained team can help your organization deliver an integrated solution for better outcomes.

### THE PMR PROGRAM

The Veterans Benefits Administration (VBA) implemented the Private Medical Records (PMR) Retrieval Program to improve timeliness for the receipt of medical records in support of a Veterans' or Dependent of a Veterans' claim for disability benefits.

DOMA is responsible for retrieving, scanning, and processing Veteran's PMRs on behalf of the VBA. DOMA requests medical records from Private Health Care Providers (PHPs), converts them to electronic records, and submits them securely and electronically to the VA as evidence in support of a claimant's application for disability benefits.

The DOMA team employs their unique expertise in software based content and records management, along with their comprehensive claims processing experience, to improve the service and lives of our Veterans and their dependents.

**DOMA has been  
Making an Impact in  
the Lives of over  
1 Million Veterans  
for over 9 Years.**

**40**  
PERCENT LESS

#### SAVING THE VA MONEY:

Frank Kush, VA's Program Manager says, "Through this collaborative venture with DOMA, we are serving veterans in a timelier manner and at a cost roughly **40% cheaper** than our original business model."

#### A FASTER CLAIMS PROCESS:

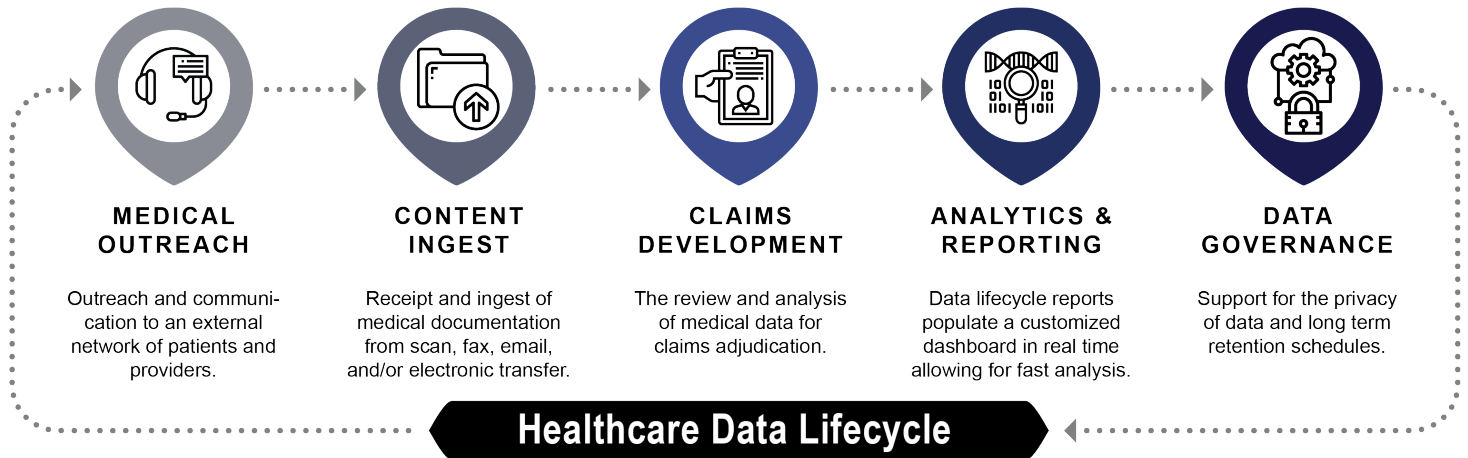
DOMA's top goal has been to obtain private treatment records in under 12 days, which is **less than half the time** it took the VA to obtain records using traditional development practices.

**12**  
DAYS



# DOMA Can Streamline the Claims Process

Simplifying the healthcare data cycle continues to challenge healthcare organizations. The pressure to maximize claims processing operations often comes at the expense of patient-centered care. DOMA can provide scalable healthcare data management solutions via a cloud-based network, with real-time visibility into revenue cycle operations. We are equipped to help with each stage of the process including medical outreach, content ingest, claims development, analytics, and data governance. DOMA's value-based healthcare solutions will speed up the claims process, drive clinical alignment, manage risk and improve financial performance.



## HEALTHCARE INFORMATION SERVICE OFFERINGS



Medical Records Outreach



Claims Development & Processing



PHI & PII Data Compliance

### Safeguarding PHI & PII

When working with healthcare data, protecting patient privacy is one of the most important aspects of HIPAA. We are steadfast in following HIPAA best practices including robust data encryption, using multi factor authentication, and ensuring our staff are thoroughly trained. We are consistently auditing our compliance and security practices at both our physical facility and in our digital environment.



### Medical Records Capture & Review

Healthcare plans including Medicare, Medicaid, and commercial insurance plans need constant monitoring of medical records for validating medical claims. Our highly-qualified team is based in a secure facility in Virginia and has over 20 years of experience processing and validating claims for both commercial and federal customers. DOMA's approach to medical records review focuses on deploying technology to improve turn around time and accuracy.



Learn More:  
[DOMAOnline.com](https://DOMAOnline.com) | 757.306.4920

# THE DOMA EXPERIENCE (DX) PLATFORM

## The DOMA Experience



We created the DX platform with ease of use, scalability, and customized functionality in mind. It can be rapidly deployed and seamlessly integrated into current workflows.

- SaaS Platform Powered by AWS
- Content Ingest From All Digital & Physical Sources
- Barcode & Optical Character Recognition
- Transaction-Based Pricing Model
- Non-Licensed Based
- Electronic Forms Capture
- Auto Document Classification
- Outlook Plugin
- REST API Integration
- Secure Fax Receiving/Sending

## Collaborate with DX



With DOMA's DX software platform users have real-time access to records in a centralized cloud repository. DX allows administrators to setup role-based access to specific sets of records ensuring protected data remains secure. Our flexible software platform allows for unlimited users, so it can be easily adopted across multiple departments in your organization to make collaboration and communication easy.

## Key Features



Highly  
Configurable



Accessible  
Anywhere



Workflow  
Integration



Easily  
Scalable

## Cloud Leader in Compliance & Security

Our team is constantly in risk assessment mode to mitigate risks from data breaches, data loss, account hijacking, insecure APIs, denial of service, and malicious insiders. We are vigilant in our safeguarding of Personally Identifiable Information (PII) and Protected Health Information (PHI). DOMA's electronic security meets NIST, HIPAA, SAS70, DoD, and Federal guidelines.



Learn More About Healthcare Information Management At:

[DOMAonline.com/HealthcareServices](https://DOMAonline.com/HealthcareServices)