

DOMA TECHNOLOGIES

PRIVATE MEDICAL RECORDS PROGRAM

CASE STUDY OVERVIEW



**Network of 950,000+
Medical Providers**



**Time-Saving
AI Automation**



**12+ Years of Improving
Veteran Outcomes**



**Flagship Program
for the VBA**

Accelerating the Veterans' Claims Process Through Targeted Automation

In support of the Department of Veterans Affairs, DOMA's flagship Claims Development program has positively impacted millions of Veterans over the past 12 years. **The Private Medical Record (PMR) program** accelerates the collection and adjudication of medical documentation from Veterans who have received medical care in the private medical community. This program was developed to help veterans and their families receive the benefits they deserve quicker and through a simpler process.

DOMA typically handles about 9,500 claims per week, but with the launch of the PACT act, DOMA saw a massive increase in volume as veterans rushed to file by August 14th in order to receive maximum benefits. Weekly claims ramped up to over 23,000 during the extended deadline.

DOMA handled this surge of claims with no degradation in service. DOMA's continuous acceleration of medical document processing was made possible by seamless automation and did not require the on-boarding of additional staff.

WHAT IS THE PACT ACT?

The **Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act** represents the largest expansion to veteran benefits in decades. This legislation extends VA disability claims coverage to veterans exposed to toxins from burn pits, herbicides, and other sources during their service. It is estimated that over 6.2 veterans qualify for coverage under the PACT act.

RESULTS

An essential part of this program is prioritizing intelligent automation over traditional manual processing. DOMA has automated claims validation, document merging, PHP redaction, and records intake to such a degree that during this 62 day surge alone we have saved the PMR program 2.49 years of full time effort.

KEY METRICS

2.5x

**INCREASED
CLAIMS VOLUME**

*with no degradation in service
or increased staffing.*

5,168+

**MAN HOURS SAVED
BY AUTOMATION**

*This equates to 2.49 years of full
time effort saved over 62 days.*

97.5%

**SUCCESSFUL VALIDATION
OF CLAIMS SUBMITTED**

*52,448 claims were successfully automatically
validated with only 2.5% needing manual review.*

DOMA TECHNOLOGIES

NEXT GENERATION INNOVATION

DOMA has made significant investments in people, technology, and provider portal partnerships that have resulted in tangible progress toward a more intelligent and automated PMR process. Our dedicated PMR Innovation Team is focused on five unique areas of PMR process improvement:

Modernizing the Automation of Legacy Processes

Over the past 8 months, we have automated several legacy processes through a combination of Workflow Automation, Intelligent Character Recognition (ICR) and Robotic Process Automation (RPA). These include automated indexing, splitting, redaction of sensitive data, document merging, and more.

eHealth Exchange Integration

It is our understanding that DOMA is the first non-government entity to pursue the path of integration with the eHealth Exchange within VA under the designation of Coverage (e.g., Patient Authorization) vs. Treatment.

Provider Interoperability

DOMA's partnerships with nationwide provider portals and the eHealth Exchange network are key steps in our pursuit of a 100% automated PMR process. When providers on a given a Veteran Authorization Form to obtain medical evidence/records participate in our partner networks and can digitally fulfill PMR requests via API, we are able to bypass manual outreach to retrieve the records.

Automated Data Extraction

By integrating industry leading technology tools (e.g., ICR, ML, AI, and RPA) with the eHealth Exchange and partner portals, DOMA is continuously evolving the process of claims development

Business Intelligence & Enhanced Data Analytics

DOMA has developed date-driven analytics, uptime monitoring, and documentation portal for DOMA PMR leadership/VA that provides realtime insights into the automation impact.



THE PMR PROGRAM REPRESENTS THE VITAL IMPACT EMERGING TECHNOLOGY CAN HAVE IN SERVING OUR VETERANS. DOMA HAS NOT ONLY ACCELERATED THE CLAIMS PROCESS BUT ALSO IMPROVED ITS ACCURACY USING AUTOMATION.

- Pat Feliciano, DOMA President & Founder

WHY DOMA TECHNOLOGIES?

For over 20 years, DOMA has provided solutions around that support digital transformation. We leverage the latest in innovative tool sets and agile development principles to ensure we are aligned with Federal Modernization strategies. DOMA offers:

- Over twelve years of cultivating & expanding the Private Healthcare Provider (PHP) Network to include ROI Partners and the eHealth Exchange.
- Adaptive and Responsive Technology Platform including existing ATO within the VA
- On-site Edge Lab dedicated to rapid prototyping and development
- Institutional Knowledge that spans a wide range of the latest methodologies and technology innovations
- Fluid Collaboration and Thought Leadership

LEARN MORE ABOUT DOMA ONLINE

DOMAonline.com/PMR