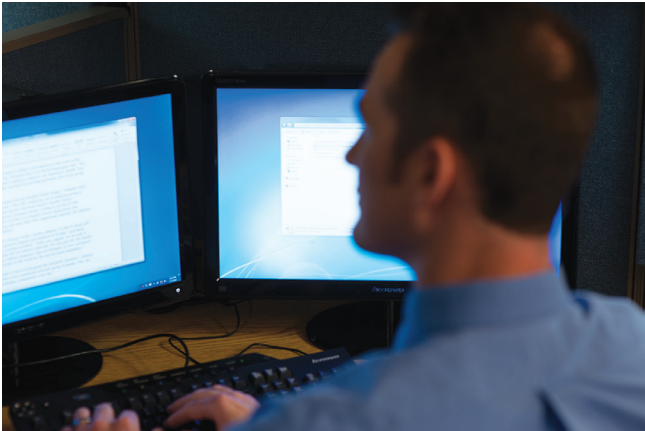


## Faster routing. Fewer errors.

*With iFlow, documents are easy to route, search, share and review in near real time.*



**PALMETTO GBA**<sup>®</sup>  
**iFlow**



Access the information you need at a moment's notice with iFlow, Palmetto GBA's database-driven workflow management system. Specifically designed to manage high volume workloads and complex system integrations, our proprietary platform is affordable, secure and endlessly customizable.

From initial receipt to final routing location, iFlow effectively integrates emails, faxed documents, formatted data files, approved Electronic Health Record (EHR) vendor processes, and other correspondence. Documents are uploaded to a central location, routed to the correct business function, and then indexed and linked to the appropriate supporting documents. Each workflow step updates the database, and then executes on business rules to dictate the next action in the process flow.

Since iFlow's unveiling in 2009, we've realized greater contract efficiencies and process improvements for TRICARE, the Centers for Medicare & Medicaid Services, and commercial clients. Currently, more than 2,000 users trust iFlow with their workflow needs, and the system processes roughly 7.9 million documents per year.

### BENEFITS

#### COST EFFICIENCY

Our IT team can help your team quickly and economically configure new workflows in production. Because iFlow operates on virtual machines, not physical servers, costs are reduced while business continuity options are maximized.

#### SECURE ACCESS

Rest easy knowing your data is secure. Once users access iFlow via a single sign-on, controls exist within the platform to restrict who can see what—no additional logins required.



#### IMPROVED ACCURACY

By automating an array of tasks associated with workflow management, including detection of duplicate submissions, barcoding and dedicated email account monitoring, iFlow speeds outputs while decreasing the risk of human error.

#### USER-FRIENDLY PROCESSES

The iFlow interface is intuitive, attractive and easily digestible. Extensive search options and dynamic, near real-time workflow diagrams allow users to quickly find the information they need.