



Regional Long-term Health Care Trade Association Uses Upland FileBound to Streamline Document Access for Subscribers, Saving an Average of \$41,277 per Year

The Association used Upland Software's FileBound document management solution to transform its paper-based distribution of reimbursement statements to 3,000 subscribers. Leveraging FileBound's unlimited user license software, the Association now allows subscribers to electronically access documents, which saves them approximately \$41,277 per year.

Business Needs

This regional long-term care trade association is the largest in their region and was distributing paper Medicaid reimbursement statements by mail to its 3,000 subscribers twice per month. The cost of materials, postage, and labor was excessive, prompting the Association to reevaluate its current document processes in order to develop a more streamlined, cost-effective approach.

The Solution

IMS, a FileBound Executive Partner, designed a solution for this Association leveraging Upland FileBound, a cloud-based document management system with an unlimited user license capability. Now, when Medicaid reimbursements arrive as a CSV file, the files are converted to PDFs and stored in FileBound. Each of the Association's subscribers are provided access to their specific documents with a unique secure login. Then the subscribers simply log into FileBound twice per month to view their statements electronically, which saves the Association considerable time and money, completely eliminating their paper-based mailings.

Benefits

- Cloud-based FileBound allows this Association's subscribers to securely access their Medicaid remittance statements online, 24/7
- FileBound's technology streamlined workflow processes and eliminated paper mailings, allowing the Association to save an average of \$41,277 per year
- Due to FileBound's unlimited user license software, the Association pays the same for the software, even if its subscriber base increases.

This Association is the largest long-term care trade association in its region, representing a diverse, well rounded subscriber base including more not-for-profit and proprietary subscribers than any other association in the state.

“Before we were introduced to FileBound, we were spending multiple days each month printing, sorting and mailing hard copies to all 3,000 subscribers. FileBound's cloud-based software now allows each subscriber to simply log in and retrieve these documents when they are published.”

– Director of Administration and Communications

“Each year we save more than \$41,000 on labor and materials. IMS and FileBound have paid for themselves many times over. We are extremely happy with their service, products and expertise.” –Director of Administration and Communications

FileBound Provides Efficient Cloud-based Document Access

Twice each month, the Association's department of administration and communications has to send its approximately 3,000 subscribers a 2-page statement detailing Medicaid remittances from the state and federal government. They completed this task by printing out hard copies and mailing them out to subscribers, a very expensive process requiring materials (e.g. paper, ink, stamps, envelopes) and staff time to print out the documents and manually stuff the envelopes.

The Association enlisted the help of IMS, a document security company and FileBound partner, to automate this process. FileBound's intuitive, cloud-based solution fundamentally changed the Association's document management system from its core outward.

Now, instead of receiving paper mailings twice a month, the Association's subscribers securely log on to FileBound to access their remittance statements. FileBound's flexible, unlimited user license software allows the Association's subscribers to view and download their documents at any time.

FileBound – Strong, Flexible Document Management

This Association was able to quickly benefit from these integrated document management capabilities leveraging the security, strength, and flexibility of FileBound's cloud-based document management system.

IMS President Vince Fuemmeler says, “FileBound's unlimited user platform was ideal for this Association. Allowing their subscribers to access documents via FileBound reduced their hard costs and labor time. Subscribers now have the convenience of accessing information instantly without waiting for a letter to arrive in the mail. The FileBound platform is so strong, and we took advantage of that to build a solution around it. The Association continues to save a great deal of time and money due to the integrated FileBound solution we built.”



About Upland Software

Upland Software [Nasdaq: UPLD] is a leader in cloud-based enterprise work management software. Upland provides seven enterprise cloud solution suites that enable more than one million users at over 9,000 accounts to win and engage customers, automate business operations, manage projects and IT costs, and share knowledge throughout the enterprise. All of Upland's solutions are backed by a 100 percent customer success commitment and the UplandOne platform, which puts customers at the center of everything we do.