

Managing Legal Contracts with Paragon Solutions and EMC Documentum xCP

Streamlining the contract process and mitigating regulatory risk for healthcare providers and payers

The Big Picture

- Improve business performance and reduce cycle time and processing costs for providers and payers through automated workflow and work queue management for contract lifecycle management
- Improve transparency, governance, and management of contract authoring and distribution—eliminating lost contracts and contract version confusion
- Reduce implementation time and lower overall total cost of ownership through a fully configurable environment with re-usable, configurable components
- Reduce costs through search capabilities and automated scheduling of reviews
- Ease contract distribution through integration with any existing systems, portals, and point solutions

The costs of poor healthcare contracts management

Today the majority of healthcare contracts are not managed through an integrated enterprise approach, but rather are handled through disparate point solutions and siloed departmental applications. As a result, contracts are stored in multiple locations with different retention schedules and reporting across these varied repositories—a consolidated view is almost impossible. In addition, this type of ineffective contract management leads to risks and adverse outcomes—potential exposure is in the millions of dollars.

In addition to managing legal contracts, providers and payers are challenged with the arduous task of producing, reviewing, and finalizing them. Many organizations lack a defined workflow to ensure all required participants view, contribute to, edit, and approve contract documents. These unstructured processes often result in versioning mistakes and the use of dated or inappropriate language, leaving the organization open to liability or regulatory noncompliance. In addition, contract expirations further propagate liability and result in the need for an expedited renewal or renegotiation process.

The result of poor healthcare contracts management can include:

- Loss of accreditation by The Joint Commission if the organization is unable to produce contracts when asked during a survey.
- Large financial penalties if the organization can't produce certain contracts when requested by governmental agencies. An inability to produce contracts can also lead to Corporate Integrity Agreements (CIA) or other similar governmental censure measures.
- Fees to terminate Evergreen Contracts (contracts that automatically renew) when a hospital or payer organization without a system for contracts management does not know to end the contract and the contract auto-renews.

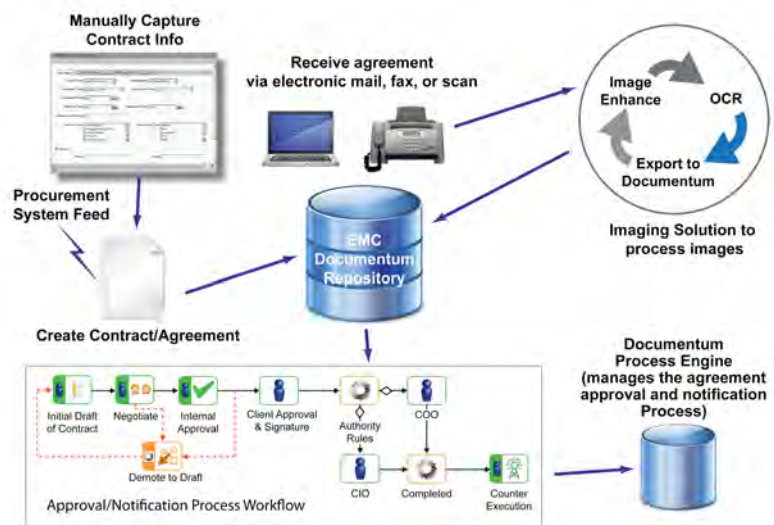
Automated legal contracts management for providers and payers

The Legal Contracts Management solution from EMC and Paragon solutions is built upon the EMC® Documentum® xCelerated Composition Platform (xCP) and provides healthcare providers and payers with an end-to-end lifecycle and process solution. The solution enables healthcare organizations to create, update, store, report on, and search legal contracts from a central repository, automating and streamlining lifecycle management and reporting functions. And the solution's workflow and business rules enable seamless and automated contract review and approval.

The solution:

- Provides a fully automated, flexible process to manage and schedule new and existing contract management reviews
- Manages contract review and dissemination through a single system—eliminating the problems associated with version confusion and siloed systems
- Handles thousands of document-based contracts with change management and reporting

- Proactively manages contracts via standard review processes
- Provides search capabilities and automated scheduling of reviews
- Manages process changes on the fly
- Seamlessly tracks versions, updates, and approvals



The Legal Contracts Management solution from Paragon Solutions and EMC

The Legal Contracts Management solution helps healthcare providers and payers reduce the time and complexity associated with reviewing, processing, and maintaining contracts. In addition to the above capabilities, the customizable solution:

- Includes full library services to enforce security, versioning, and lifecycle management
- Uses automated contract assembly that incorporates pre-approved XML templates to generate Microsoft® Word documents
- Integrates with existing procurement systems to initiate contract assembly
- Provides the ability to define rule sets that match the business rules of their organizations
- Uses workflow and lifecycle engines to manage the location and state of documents
- Applies access control lists (ACLs) to ensure proper access to content and workflow progressions
- Ingests content of scanned and faxed images

Building blocks for the contracts management solution of choice

Paragon built the Legal Contracts Management solution on the EMC Documentum xCelerated Composition Platform (xCP), which was designed to streamline the development of case-based applications. Documentum xCP provides the entire spectrum of dynamic case management capabilities as re-usable components which can be configured into reliable applications. These capabilities reflect years of experience and best practices.

In healthcare, the conceptual structure of a case is not only that it pulls together everything that an old manila folder would contain—documents or content files—but also that it aggregates and orchestrates all the data, rules, policies, processes, and discussion threads that are relevant to that specific case instance.

Documentum xCP offers a complete set of highly integrated technologies required to support case management, including:

- **Intelligent capture:** Transform business-critical paper, fax, and electronic data sources into business-ready content.
- **Content management and repository services:** Manage information and content with enterprise-grade security, scalability, and reliability, and a common set of policies for all content assets across the organization.



Contracts management workflow is typically burdened with manual steps creating bottlenecks and a lack of visibility into the process. The Legal Contracts Management solution from EMC and Paragon Solutions automates the workflow queue to streamline the process and enhance auditability.

EMC Documentum xCP solutions can include a variety of features and functions such as:

- Intelligent capture
- Task-specific graphical interfaces
- Content management and repository services
- Business process management
- Secure collaborative workspaces
- Customer communications management
- Information governance and regulatory compliance
- Monitoring and reporting

- **Business process management:** Design, orchestrate, monitor, and continuously improve business processes.
- **Compliance:** Automate the entire content lifecycle to mitigate risk of non-compliance, and leverage full audit control for retention policy management and records management.
- **Monitoring and reporting:** Discover, analyze, simulate, and report on processes.

About Paragon Solutions

Paragon Solutions is a business and technology consulting firm that specializes in enterprise information management to help clients leverage information assets for better business results. The company does this through its vertical practices and specialized technology service lines that help clients optimize their operations for maximum return on investment.

Paragon's Healthcare Practice drives performance improvements and operational efficiencies to meet the changing market demands while bringing a holistic vision for capturing, managing, and integrating healthcare content across the enterprise.

For more information, please visit the Paragon web site at www.consultparagon.com or call 800.462.5582.

About EMC

EMC Corporation (NYSE:EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



EMC CORPORATION
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

Take the next step

To learn how your healthcare organization can manage legal contracts with a solution from EMC and Paragon Solutions, visit us online at www.EMC.com or call 800.607.9546 (outside the U.S.: +1.925.600.5802).