



# Claims Workflow

## Future ChoiceNet Standard

We are evaluating the following initiatives for implementation in 2002:

- **Electronic Funds Transfer**
  - Pilot program to electronically transfer funds to providers
- **Direct member access to all member-related information via internet**
- **Implement provider Voice Response Unit**
  - Allows provider to automatically obtain member eligibility and benefit information any time of the day or night
- **Population of “deficient claims” with system data to prevent claim returns to physicians**