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Complex Redaction for Insurance Fraud Case Mastered with Multiple Rule Sets

Challenge

The insurance client of a legal services provider needed to redact documents for a massive fraud complaint lodged by over three dozen plaintiffs. The nuances of each plaintiff's complaint involved combing documents for their specific Protected Health Information (PHI).

Additionally, many of these documents were challenging to read as they were repeatedly exported, reformatted, reused, and re-purposed over time. Complicating matters, the client postponed handing off the largest, most cumbersome files until towards the end of the service provider's allotted review time.

Key Facts

30 Different Markup and Production Sets

25,000 Records Containing PHI

Delayed Delivery of Most Difficult Documents

Solution

This service provider needed to apply different markup sets across the same documents for thirty different productions. Blackout's seamless integration into Relativity and ability to handle multiple markup sets managed this.

Second, the PII and PHI present required "inverted redactions." This is where the search rule finds information. However, instead of redacting it, it redacts all content not matching the rule set. Blackout accomplished this for these documents in a matter of minutes for each of the various jobs performed.

Lastly, while imaging might be a quick solution for managing spreadsheets, in this case it would have created ten thousand new documents. However, Blackout's ability to run automated mass redaction jobs with native Excel files solved the challenge and helped keep the review on time.

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Service Provider Completes "Second Request" with Large Document Volume

Challenge

Ahead of a large merger, the client of a service provider received a "second request" from the Federal Trade Commission and the Antitrust Division of the Justice Department. These requests investigate mergers to ensure there are no anti-competitive concerns.

With approximately 10-14 million documents touched by this second request, a manual redaction process would have required up to nine months. However, the provider needed to shorten that.

The end client also wanted manual reviews performed on responsive documents and to apply special redaction criteria to the meta data. These files included images, PDFs, and every major Microsoft Suite file, including native Excels. Lastly, the first delivery deadline for produced files was a mere three days after the first effective document drop.

Key Facts

Government-issued "Second Request"

1st Deadline 3 Days After Kickoff

~10-14 Million Docs

Solution

Being newer users of Blackout, this provider worked closely with Milyli to master job-building during the condensed time frame. It continued to collaborate with Milyli support to flag poorly scanned documents and manage an extensive tagging structure for the reviewed documents.

In imaged files or Excels, Blackout was able to redact all the various forms of personally identifiable information (PII) in the documents. That included Social Security numbers, account numbers, routing numbers, names, license plate information, and more.

Using Blackout's automated redaction functionality on the documents that did not need manual review shaved months off the project. This allowed the provider to keep up with round the clock requests from a particularly involved client and deliver thoroughly reviewed documents for this important government request.

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Time-Sensitive Healthcare Review Expedited with Automated Excel Redactions

Challenge

One of the oldest law firms in the United States provides hundreds of attorneys who manage complex, legal matters in healthcare. Recently, they encountered the need to redact sensitive information across some non-standardized documents, including large PDFs. Their review team needed to cut time and ensure that the quality of their redaction work was not compromised by any urgency from the lawyers handling the case. They also needed to manage many large Excel files that could not be viewed in the Relativity viewer and required external review.

Key Facts

Time-sensitive Healthcare Litigation
70,000 Non-standardized Documents
Many Documents with External Markups

Solution

Highlighting how easy and intuitive Blackout is to use, this law firm's review team relied primarily on Milyli's user guides – after a quick training call – to build their redaction workflows for this review. These training materials showed them step-by-step how to use Blackout to accurately and securely redact sensitive Protected Health Information in compliance with HIPAA Privacy Rules – as well as how to **safely perform external markups** on their larger Excel files.

Blackout's ability to find that information and obscure it regardless of where it is located on the document also made the software essential for this job, which included many native Excel files and imaged PDFs. However, by cutting the additional manual review time non-standardized formats added to redaction work in this case, the team was then able to focus on their quality control checks and the non-Relativity stages of the workflow.

Speaking to how easily reviewers worked with Blackout in the Relativity viewer: "You don't really realize that it's a separate product," the law firm rep reported. They also shared the lawyers managing this case credited Blackout specifically for resolving the pain points they identified in the review.