



tango.

tango Leverages Secure, Scalable Cloud Faxing to Support Fast-Growing Home Health Services

tango is a leading post-acute management services company delivering innovative payer and provider solutions to ensure patients receive high quality care at home. tango's comprehensive home health solution excels in driving superior outcomes and high member satisfaction by efficiently placing referrals with top-quality providers, minimizing placement times, and ultimately leading to significant reductions in total cost of care. At the core of this work is tango's mission to enable patients to recover where they prefer—at home—by removing barriers to timely, coordinated post-acute care.

The Challenge: Managing High-Volume Clinical Documentation

tango relies on secure document exchange to support clinical operations, referral management, and payer communications. Operating in a highly regulated healthcare environment, tango manages a significant volume of clinical and administrative documentation every day, including referrals, prior authorizations, and patient records exchanged between payers, providers, and patients.

Working to expand its national footprint, tango is experiencing significant growth, and its document workflows are growing in both volume and complexity.

Each month, tango processes approximately 19,000 inbound faxes and 200,000 pages. These documents are critical to timely patient care, but

manual and legacy fax processes can slow down workflows and create bottlenecks for referral teams.

With more than 50 team members dedicated to processing documentation, tango needed a solution that could:

1. Scale seamlessly with rapid, nationwide expansion
2. Reliably handle a high-volume of inbound and outbound fax traffic
3. Integrate faxed clinical documentation directly into referral and clinical workflows
4. Maintain strict compliance with healthcare security and privacy requirements
5. Support future automation initiatives



The Solution: Future-Proofing Clinical Workflows

To support its expansion and modernization goals, tango selected ETHERFAX in 2023 as a long-term strategic partner to modernize its fax-based document exchange. ETHERFAX's cloud-native architecture, built-in redundancy, and ability to support high-volume inbound and outbound fax traffic made it the clear choice to migrate traditional fax infrastructure to the cloud.

Today, ETHERFAX securely exchanges all clinical documentation between tango's payers, providers, and patients. Inbound faxes are integrated directly into referral team workflows, while outbound faxes support efficient communication across the care continuum.



One of the top features of the ETHERFAX Secure Exchange Network is that the solution can scale alongside our growth without disrupting user workflows

RAMAN PADMANABHAN, Chief Information Officer at tango.

By modernizing document exchange, tango is able to reduce administrative delays that can slow referral and intake processes, helping patients transition more quickly from hospital to home and ensuring providers have the information they need to deliver timely, high-quality care.

The Results: Improved Efficiency with a Scalable Cloud Fax Solution

tango's growth has been mirrored by its expansion on the ETHERFAX platform.

- ETHERFAX is helping tango scale by supporting both its current baseline and rapid member growth
- Initially deployed to support 400,000 members, tango has since expanded to more than 1.5 million members
- As tango continues to grow, the organization expects to scale to 2.7 million members and ETHERFAX is ready to scale alongside them
- Referral teams benefit from faster access to inbound documentation and improved workflow efficiency
- Clinical documentation is exchanged securely and reliably with [HIPAA and SOC 2® compliance](#)

Beyond operational improvements, tango has advanced key strategic priorities tied to patient care and outcomes:

Faster Access to Care

Streamlined document exchange accelerates referral and intake processes, reducing delays in start-of-care and enabling more patients to safely transition from hospital to home without unnecessary complications.

Improved Patient Outcomes

Faster, more reliable access to complete patient information supports earlier intervention and more coordinated care delivery.



Expanded Access to Home-Based Care

Reduced administrative friction helps tango staff connect patients to appropriate care settings more efficiently.

Operational Efficiency and Scalability

Improved coordination across payers, providers, and care teams supports continued nationwide expansion.

Reduced Costs

More efficient document workflows help avoid higher-cost interventions and reduce unnecessary care delays.

The ability to exchange a high-volume of medical documentation while maintaining performance and security on the ETHERFAX network has helped tango meet today's demands while preparing for future growth and supporting better care delivery.

Looking Ahead

With ETHERFAX, tango has established a scalable, secure foundation that not only supports current fax-based workflows but also enables future automation initiatives. As tango continues its nationwide expansion, the company has an opportunity to move to the next level of automation with intelligent document processing (IDP). AI and IDP will play an important role in evolving the partnership, supporting growth and operational efficiency while improving care coordination and, ultimately, improving patient outcomes.

These capabilities will further support tango's ability to scale its model, strengthen care coordination, and expand access to high-quality, home-based care, while continuing to improve outcomes for patients and drive value for health plans.



For more information, contact a sales team member at 877-384-9866 or SALES@ETHERFAX.NET >



Founded in 2009, ETHERFAX® provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. ETHERFAX's patented technology is widely utilized across a broad range of industries. Leveraging the cloud, artificial intelligence, and data extraction technologies, ETHERFAX helps organizations save time, money, and resources by automating processes and workflows. ETHERFAX not only functions within a secure environment but has also earned prestigious cybersecurity certifications as a company. ETHERFAX's commercial document exchange solutions operate in an environment that complies with HIPAA and SOC 2® standards and is certified to meet HITRUST CSF® R2, PCI DSS 4.01 Level 1, and NIST v1.1 cybersecurity requirements. ETHERFAX's US government services have been validated to meet and exceed the FedRAMP High baseline requirements including Department of Defense (DoD) CC SRG Impact Level 5 (IL5) cybersecurity controls, operating within AWS' GovCloud High environment.