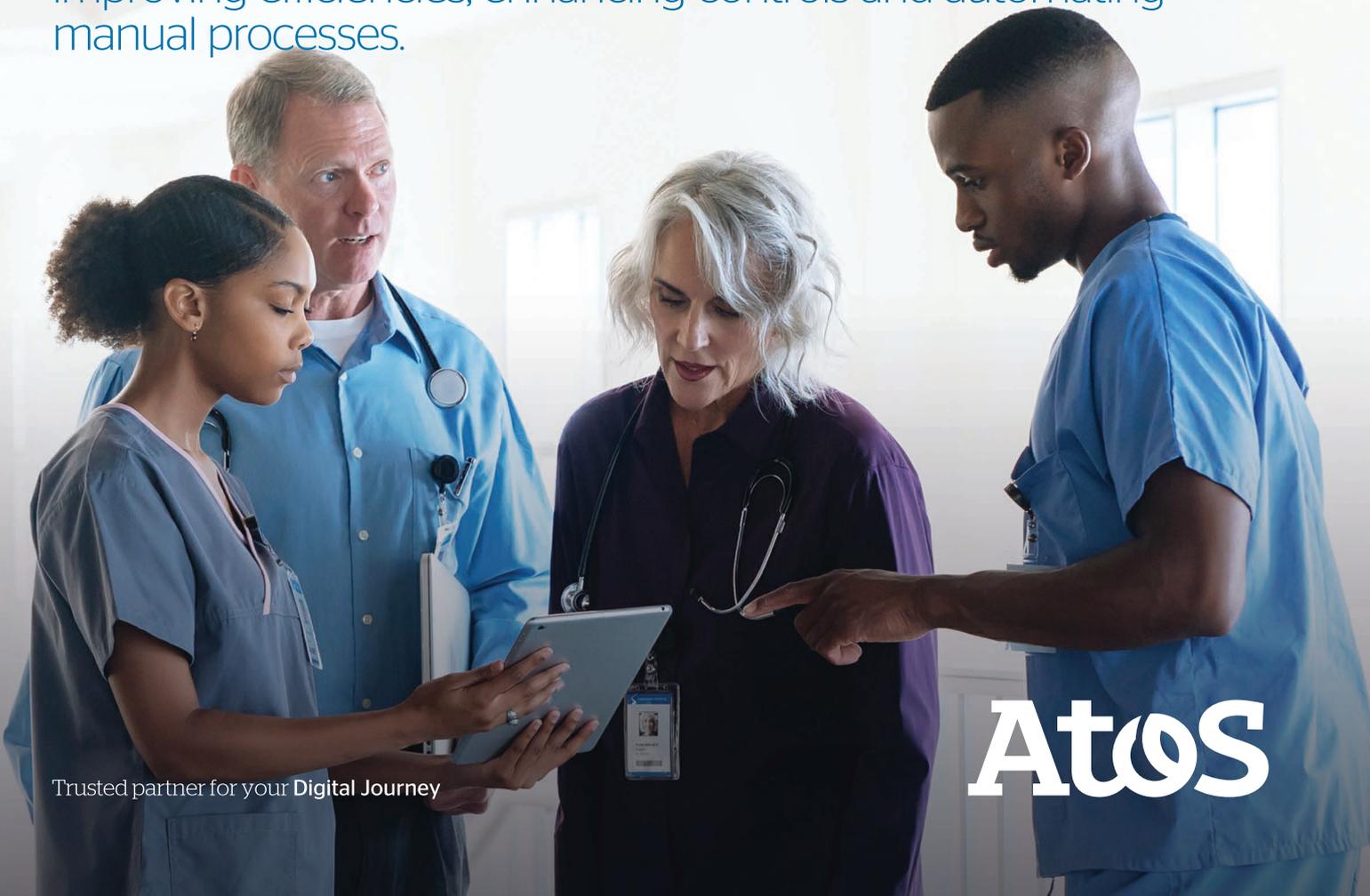

Optimizing the complete Cash Management Workflows and Systems

Atos was engaged by a large university Medical Center to redesign all aspects of cash management for both the acute and ambulatory settings of the cash management functions within its medical center. Target goals included reducing costs, improving efficiencies, enhancing controls and automating manual processes.



Trusted partner for your Digital Journey

Atos

The challenge



Accuracy in financial transactions

In April 2019, Atos Digital Health Services (Atos) was engaged to perform a future-state design of the cash management functions at a large university medical center across both the Hospital Billing (HB) and Physician Billing (PB) settings. The objectives of the design included:

- Optimization of the workflow
- Improved use and integration of the Epic Cash Management application
- Clean posting of 835 files (electronic transmission of healthcare payment/benefit information)
- Reduction of rejections
- Improved use of automated rules through leveraging the Epic master files
- Enhanced controls, automated journal entries and general ledger reporting

The solution



Shifting manual tasks to automated tools

The Atos team identified several opportunities for improvement in all areas of cash management and revenue accounting. The reduction or elimination of manual tasks was accomplished through improved use of technology and the automation of multiple processes. The Atos team conducted this healthcare engagement using a four-phase approach, with each phase having defined milestones and deliverables. The phases included:

- Phase I: Current State Confirmation
- Phase II: Issue and Goal Confirmation
- Phase III: Development of Future-State Model
- Phase IV: Transition Plan Development

Business benefit



Reducing errors with fewer FTEs

This expansive project between Atos and its healthcare client was designed to produce savings in the reduction of labor hours and through downstream efficiencies through improved accuracies in posting and balancing off all cash. For instance, the creation of real-time, daily and monthly dashboards gave the teams and leadership real-time views into backlogs and errors. By creating these new reports, scorecards and dashboards (and training the staff to use them), Atos brought enhanced visibility into all aspects of posting, reconciliation and balancing with the General Ledger. As a result of more streamlined processes, the full rollout of all scoped initiatives will save this healthcare team the equivalent of nearly 10 FTEs, savings in courier costs as well as other related costs representing annual savings of over \$350K.

University Medical Center

This university-based medical organization is a public academic health science center in the United States. With over 10,000 employees and 2,000+ faculty members, this healthcare provider has an operating budget of more than \$3 billion. With the help of Atos, the client's cash management and revenue accounting systems are streamlined, accurate and scalable to meet future needs.

For more information: atos.net/en-na/north-america/healthcare

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