BE A FINANCE SUPERHERO!

TRANSFORM YOUR FINANCE DEPARTMENT FROM PROCESSOR AND REPORTER TO BUSINESS PARTNER

AGENDA

- Introductions

- Journeys toward automation

- Keys to consider when choosing new solutions

- Lessons learned

- Improvements experienced

- Q&A

INTRODUCTIONS

Name	CMHC
Angela Oakley	WellPower (fka MHCD)
Elizabeth Tice	Mind Springs
Divena Mortimeyer	Southeast Health Group
Paige Oldham	Health Solutions
Rochelle Spoone	Health Solutions

THE JOURNEY TOWARD AUTOMATION

The evolution of systems and processes from manual transaction processing to automated process flows

ACCOUNTS PAYABLE

Manual Process

- Manual approval processes on paper forms of paper invoices
- Manual input into accounting system
- Printing checks, stuffing envelopes

Automated workflows

- AI automation of digital forms and invoices to automate approval routing and coding
- API to automatically enter all data in accounting system
- Automated ACH/virtual card payments

CORPORATE CARDS

Manual Process

- Physical statements

- Chase down cardholders for paper receipts

- Manually code all purchases based on little input from cardholders

- Mail checks to pay accounts

- One physical card per cardholder (if card is stolen, card number must be updated for all vendors paid with that card)

Automated workflows

- Online, real-time access to all transactions for all cardholders

- Cardholders load receipts and code all of their own purchases

- Download transactions, receipts and coding to accounting system automatically

- Set up autopay

- Virtual cards add security and reduce headaches

PAYROLL, BENEFITS, HR

Manual Process

- Manual clock punching and time approvals

- Paper forms to capture all employee data which had to be manually entered in HRIS

- Manual employee evaluations

- Paper/email recruiting processes

- Open enrollment and benefits administration on paper forms to be manually entered in payroll system

Automated workflows

- Candidates apply for jobs online or via phone app

- All recruiting steps are standardized and automated

- New hires enter/update their own demographic and benefits info

- Employees manage their own profiles

- Performance reviews, company/team/individual goals are centrally managed and reported on

- Centralized, online training systems

EMPLOYEE REIMBURSEMENTS

Manual Process

- Fill out paper forms (inconsistent versions, incomplete data entered) and get manual signature approvals
- Chase down receipts
- Manually enter in payables system
- Print and distribute paper checks

Automated workflows

- Fill out standardized reimbursement forms online or via phone app (payroll or payables systems)
- Take a photo of receipt to automatically load with request
- Request is automatically routed to the correct supervisor for approval
- Approved request is routed for electronic payment and automatically entered into accounting system

CONTRACT MANAGEMENT

Manual Process

- New contracts can come from anyone in the company with no centralized process

- Use of a variety of contract templates

- No version tracking leading to uncertainty around the "latest" version

- Contracts are submitted for signature without proper review of everyone involved in the work

- Finance never receives contracts so they go unbilled

- Contracts are not fully signed while the work begins

- Renewals are forgotten

Automated workflows

- All contracts must go through a centralized system with automated approvals

- All approved contract templates reside in the system

- Automated version tracking with all versions in one system

- Automated workflows ensure that all concerned parties (including Finance!) review the contract before signature

- Online electronic signatures and tracking ensure that contracts are fully signed before starting work

- Reporting on status of contracts and renewals with automated reminders

OTHER OPPORTUNITIES

- ERP/Accounting systems
- BI/Reporting tools
- EHR enhancements
  - Patient portal
  - Online payments
  - Automated electronic statements
- Banking (lots of free options, especially with Fintech companies)
- Project management

KEYS TO CONSIDER WHEN CHOOSING NEW SOLUTIONS

- How well it solves problems
- Ability to work with your internal systems
  - Do internal systems and controls need to be updated?
- Interoperability and integrations
  - Less is more: using fewer systems with more capabilities reduces training and workload
- User experience = effectiveness of adherence

KEYS TO CONSIDER WHEN CHOOSING NEW SOLUTIONS

- Change management and helping staff adapt

- Flexibility to grow with your company

- Best practices for system implementation

- Sustainability of subscription costs

- Future costs of upgrades/updates

LESSONS LEARNED

- Leverage robust systems to use fewer systems

- Need to market the benefits of changes (people are generally averse to change)

- Get solid references to understand the good and the bad of the implementation, customer support, and ongoing functionality

- It is possible to "undo" the implementation if it becomes clear that the salesperson sold you solutions that don't work for your company

- Work with your account rep at least annually to ensure that you're taking advantage of all the latest features

- Provide training opportunities that are tailored to your company and database, if possible (versus canned training programs)

LESSONS LEARNED

- Depending on the size of an organization, paying extra for a "sand box" might be helpful so new processes/difficult transactions can be tested before going live in the active database

- Test the system extensively prior to implementation to weed out significant issues; issues can be corrected once the system is live, but it's less painful to correct them beforehand

- Don't take "no" for an answer. If the system isn't working correctly or isn't meeting your needs, keep asking. Sometimes it's necessary to speak to a higher up to get things moving.

IMPROVEMENT EXPERIENCED

Center	Total FTE change	Finance & Accounting FTE change
Health Solutions	225 to 384 – 71%	None, added 3 Financial Counselors & 1 Director of Business Analytics (new positions to increase effectiveness)
WellPower	741 to 959 – 29%	Increase of 2 FTEs in accounting from 30 to 32 FTEs (7%)
Mindsprings	496 to 448 – (10%)	No change to finance
Southeast	73 to 154 – 111%	No change to finance, added a new billing team of four staff

Q&A

APPENDIX OF SOLUTIONS

Purpose	Solution	CMHC	Description
AP Automation	Bill.com	Health Solutions	AP Automation
AP Automation	Citywide	WellPower	AP Automation – electronic payments – eliminated physical checks
AP Automation	Coupa	WellPower	Procurement system and expense reimbursement
AP Automation	Mineral Tree	Health Solutions	AP Automation
AP Automation	Yooz	Health Solutions	AP Automation
Bank	Bank of San Juans	Health Solutions	Free checking & ACH
Bank	Bank of San Juans	Mind Springs	Restructuring banking relationships for efficiencies and cost savings.
Bank	Citywide	WellPower	Bank automation & streamlining various treasury management processes, lockbox
Bank	The State Bank	Southeast Health Group	ACH
BI	Cognos	Health Solutions	BI tool - reporting from accounting, EHR, claims databases, etc.
BI	Workday Adaptive	WellPower	BI tool – financial reporting and budgeting
Cards	Chase	Southeast Health Group	Credit cards
Cards	Divvy	Health Solutions	Corporate cards & reimbursements
Cards	KeyBank	WellPower	P-card – eliminated petty cash and greatly reduced expense reports

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Purpose	Solution	CMHC	Description
Contracts	Conga	Health Solutions	Contract management
Contracts	ContractWorx	Mind Springs	Contracts
Contracts	NTracts	WellPower	Electronic Contract Workflow
EHR	Phreesia	Health Solutions	Automated patient intake platform
EHR	NetSmart	WellPower	A/R Automation
ERP	NetSuite	WellPower	General Ledger
ERP	Sage Intacct	Southeast Health Group	ERP
Expense Reimbursement	Concur	Mind Springs	Expense reimbursement and purchasing cards
Expense Reimbursement	Divvy	Health Solutions	Corporate cards & reimbursements
Expense Reimbursement	EBiz	WellPower	On-line payment portal
HRIS	Clear Company	Health Solutions	Recruiting, staff evaluations
HRIS	Paycom	Mind Springs	Payroll, HRIS, Policy Management, Electronic Learning
HRIS	Paycor	Southeast Health Group	Payroll, HRIS, staff evaluations, training
HRIS	Paylocity	Health Solutions	Payroll, HRIS
HRIS	UltiPro	WellPower	Payroll, HRIS, Catalytic Coaching

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Purpose	Solution	CMHC	Description
Patient Statements	MailMyStatements.com	Health Solutions	Patient Statements
Project Management	Smartsheets	Southeast Heath Group	Project Management
Representative Payee	AccuFund	WellPower	Representative Payee Application Process
Representative Payee	True Link	WellPower	Payroll Alternative and Representative Payee Program – credit card replaces checks
Training	Health Streams	Mind Springs	Training
Training	Relias	Health Solutions	Training
Training	Relias	Southeast Health Group	Training
Training	Relias	Mind Springs	Training

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Thank You!!