Healthcare Organization Halves Payment Processing Time with BillingTree solutions, enabling customer to processes payments in real-time while remaining HIPAA compliant

Customer Profile

COMPANY:

Ambulance Service Providor

ABOUT:

This company has approximately $500 million in annual revenues and more than 8,000 employees who provide health and safety services throughout the United States, responding to more than 1 million calls for assistance.

PLATFORM:

Integration with CR Software

KEY BENEFITS:

Payments are processed much faster since our agents no longer need to access different web applications to process checks and credit cards

"We also liked the partnership approach that BillingTree brought to the table, from the outset they understood our business requirements and configured the technology to suit our needs. What would have taken weeks to set up with other vendors took only days with BillingTree."

Account Receivables Manager
Leading Ambulabnce Service Providor

Challenge

A leading provider of medical transportation services was facing a substantial lag in access to funds from payments; primarily due to their paper check payment process. They needed a solution that would speed their access to patient payments while remaining HIPPA compliant.

"As a department of less than 50 people dealing with millions of dollars of collections every month, we needed a system that could significantly streamline the whole process, without compromising security or accuracy."

Accounts Receivable Manager – leading ambulance service provider

Solution

BillingTree paper-check conversion, electronic bill presentment and online payment processing, an integrated electronic billing/payment solution, fully compliant with HIPAA Laws, which consolidates all transactions and processes their receivable through one central system.

Result

After implementing BillingTree's payment solutions, this customer experienced a two-day reduction in check payment processing time through automation, as funds were now transferred directly from a customer's account to the lock box within just 24 hours. Key benefits included:

- Funds could now be transferred in real-time, considerably reducing Days Sales Outstanding, alleviating the need and cost of processing paper checks at the end of each day.
- Instantaneous access to payment information and payment processing systems, substantially lowering the room for errors thanks to integration and automation.
- Increased visibility over accounts and transactions, helping to eliminate many of the costly and lengthy processes plaguing healthcare sector organizations.
- A high level of security required by their IT department.
  "BillingTree provided us with technology that integrated with our existing systems – not requiring us to 'rip and replace' any infrastructure," commented the BillingTree customer. "We have not only managed to significantly cut down on payment processing times and DSO, but now we also have a system that produces clearer, more detailed reports, increasing our visibility of operations across the

Summary

The healthcare sector can benefit greatly from automated billing and payment processing, as shown by this case study. Manual and paper-based processes are time consuming and labor intensive. Significant business benefits can be gained by switching to e-billing and payment solutions, critical to all organizations looking to cut costs and increase efficiency.

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