

CASE STUDY

Streamlined processes, Reduced unapplied cash cases in 5 months

Type of Organization

Prominent Home Infusion & Community Pharmacy

Location

Denver, Colorado

Size of Organization

1,001 – 5,000 Employees

Engagement Period

3 Years



The Challenge



Unable to track monthly postings due to non-standardized processes



Accumulation of unpaid cash due to discrepancy in payment logging received from insurance company



Latency in accessing information due to increased volume of data



Forced monthly closures due to lack of staff



HelioNext Solution



Introduced a SPOC for cash application work



Standardized cash applications process and a coverage of 16 hours on and offshore process



Identified viable means to perform reconciliation within the application itself



Results



Processed monthly closings on time



Reduced number of unapplied cash cases



Built a long-term, viable business partnership