

# AP department improves reimbursement process, financial visibility

*"I have total control of the AP process by eliminating the paper with OnBase. I know all of our invoices are in the general ledger. Without any hunting, I know where the invoice is and who has it. I have a clearer financial outlook."*

—Joe Nasrawy, Chief Financial Officer

## The Challenge

- Difficulty capturing accurate financial picture month-to-month
- Risk of lost reimbursement
- Slow approvals and lost invoices with three locations

## The Results

- Provides clear picture of AP finances
- Maximizes state reimbursements
- Invoices are paid faster, improving cash flow

## The Customer

Neiswanger Management Services (NMS) owns and manages long-term care facilities and a dialysis center at three Maryland locations.

## The Challenges

The NMS accounts payable (AP) department was bogged down by paper. Without a dependable, consistent and efficient process, NMS ran the risk of not receiving the Medicare, Medicaid and other insurance reimbursement money it deserved to better serve its patients.

## The Solution

Before the OnBase solution, invoices were often easily forgotten, postponed by higher priorities or lost during the approval process. These delays meant that NMS captured expenses late in the process. Financial pictures were blurred and unaccounted accruals could build up. "If the expenses were significantly lower than budget, we knew that we were missing invoices," says CFO Joe Nasrawy. "We weren't able to quantify accruals accurately enough."

In addition, NMS needed to be absolutely sure that all invoices were captured, stored and approved. Otherwise, the company could lose reimbursement money because of lost or misfiled invoices.

With a manual, paper-based system, approvals took longer than necessary. To speed the process, NMS automated the AP approval process with the OnBase solution. After a demonstration of the OnBase enterprise content management (ECM) software suite, Nasrawy was impressed with the competence and helpfulness of Digital Storage Solutions, an Authorized OnBase Solution Provider based in Long Island, N.Y. "We chose Digital Storage Solutions because of the good customer care we saw. They addressed our questions well and were helpful throughout the process," Nasrawy confirms.

Mimicking the previous process, the OnBase solution minimizes change. "With OnBase, we could take the time to make small adjustments and tweaks to the approval process so they worked best for everyone," says Nasrawy. With the OnBase solution, NMS has increased visibility, eliminated steps and decreased processing time.

With the OnBase solution in place, NMS now has an automated approval process that eliminates the paper chase.

- All invoices are sent directly to the corporate headquarters.
- The invoices are scanned and sent to OnBase.
- OnBase workflow electronically routes the invoices through approvals before they enter the Keane AP System.

The invoices are now accounted for when they are received, not after they are sent through approvals. They are no longer at risk for loss or damage, and NMS won't lose reimbursement funds due to missing or unreported invoices. During an audit, NMS is confident it has all of the information immediately available. In addition, vendors are paid more quickly, which increases cash flow and makes NMS more likely to receive vendor discounts.

*"If NMS is audited, I know that I have all my invoices and they are available at any time. Any audit – Medicare, Medicaid, financial – I have all of the information at my fingertips in OnBase, and I can show the entire approval process of each invoice."*

– Joe Nasrawy

Another benefit of the OnBase solution is its accessibility. Approvers can access OnBase from anywhere, so they can keep invoices moving even if they aren't in the office. This is especially important for COO Matthew Neiswanger, who can approve each invoice without being tied to his office.

- Provides clear picture of AP finances
- Maximizes state reimbursements
- Eliminates steps in the AP process so invoices are paid faster, improving cash flow

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#### Why OnBase?

Long-term care facilities are facing a triple threat: rising healthcare costs, constant danger of reimbursement cuts and a slow economy. To succeed, they must keep operating costs low while ensuring they receive the reimbursement funds they deserve. OnBase lets long-term care facilities like NMS better handle their AP process so that they reduce administrative costs while accurately tracking reimbursement documents.

### time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/Healthcare](http://OnBase.com/Healthcare)

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