



Streamlining Healthcare Invoice Processing for Faster Payments and Improved Transparency

Background and Challenges

Our healthcare industry client Hot Springs Health had been relying on outdated systems and manual processes to manage accounts payable. Slow processing times, limited visibility into invoice status, and a lengthy ACH payment process were causing significant challenges.. Manually processing a single invoice could take as long as a week. Keeping records organized and archived was also a challenge and made effective auditing difficult.

Solution

Hot Springs Health switched to MHC NorthStar due to its seamless automation of accounts payable processes that had previously been handled manually. MHC NorthStar represented a significant upgrade in speed, accuracy, and efficiency for AP invoice and payment processing...



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“ Switching to the new system has made our process much more efficient with a significantly faster turnaround. Instead of waiting up to a week for paper invoices, directors now receive email notifications immediately and can track everything on the dashboard, from due dates to outstanding amounts. It’s been a great upgrade from our old process. ”

Natalya, Chief Financial Officer

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The Implementation

Hot Springs Health worked closely with MHC’s support team to integrate MHC NorthStar into their existing workflows. MHC support provided training on how to quickly locate documents, navigate the simplified dashboard, and get deeper visibility into invoice status.

The Immediate Impact

Speed:

Processing times improved immediately upon MHC NorthStar integration, as intelligent invoice capture eliminated manual data entry and retrieval processes. Average invoice processing times dropped from one week to two or three days.

Efficiency:

Directors receive instant notifications for invoice approvals using NorthStar, cutting down on routing times and preventing costly errors such as duplicate invoices.

Visibility:

Documents that previously required a manual search can now be located from the dashboard using only a few clicks. Invoices, payment documents, and other important documents are grouped together and easy to locate, with easy visibility into associated documents

“ MHC’s Intelligent Capture made our accounts payable process faster and smarter. It’s reduced invoice processing time and boosted our team’s efficiency by continually refining our workflow. ”

Cindy, AP Manager

Results

Faster Processing:

By cutting invoice processing times by more than 50%, Hot Springs has been able to improve vendor relationships and keep up with demand. Time savings have increased steadily since adopting MHC NorthStar.

Improved Workflows:

Stakeholders within the company can route and approve documents instantly using MHC NorthStar automation. This eliminates bottlenecks while also preventing human errors and duplicate payments.

Easier Payments:

Simplified ACH payments have allowed the client to cut back on paying vendors via physical checks. MHC NorthStar automatically creates and transmits files that previously required physical bank deposits.

More Adaptability:

Deep visibility into AP processes has allowed Hot Springs to streamline functions and make adjustments. As tax season approaches, they intend to use NorthStar to automate 1099 processing and eliminate their outdated solutions.

“ NorthStar is an excellent choice. I love that I can easily click to see the invoice image linked to a payment without digging through documents. It saves me so much time tracking things down. ”

Lanora, AP Processor

Conclusion:

MHC NorthStar has had an immediate impact for Hot Springs Health. By automating manual processes, streamlining inefficient workflows, and gaining more visibility into their own system, the client can manage vendor relationships more easily while improving productivity and efficiency for their staff.