

CASE STUDY CHG HEALTHCARE

CHALLENGE

CHG Healthcare found their AR solution inflexible and limited in its reporting capabilities. Operating in a high dispute industry, they needed real-time insight into AR to effectively manage these and achieve faster cash collection. Without this technology, they were forced to rely on expensive third-party consultants.

SOLUTION

Quadi^{ent} AR's Business Intelligence (BI) module offered customizable and granular reporting capabilities that provided total insight into AR performance. This enabled the team to quickly identify payment issues, while the centralized, cloud-based system allowed them to effectively operate in a remote working environment.

RESULTS

- Invoices over 60 days old were decreased from 8% to 2%.
- Invoices over 90 days were reduced from 4% to 1%.
- Advanced reporting and insights reduced late payments.
- AR efficiency and visibility improved, enabling the team to function remotely.

INDUSTRY

Healthcare

ERP

Workday



Stephen Tracy
Director, People
and Operations

CHG Healthcare is a leader in healthcare staffing and the largest provider of locum tenens services in the United States. With international services, their work impacts the lives of over 25 million patients each year.

“QUADI^{ENT} AR'S REPORTING CAPABILITIES HAVE BEEN TRANSFORMATIVE. WE CAN MEASURE AND MONITOR THE INFORMATION WE NEED AND THE PLATFORM'S DASHBOARDS ENABLE US TO EASILY COMMUNICATE UPDATES TO STAKEHOLDERS. THIS ENABLES THEM TO MAKE MORE STRATEGIC DECISIONS THAT KEEP MONEY COMING IN AND PROCESSES OPERATING QUICKLY AND ACCURATELY.”

CHALLENGE

Business was booming for CHG Healthcare when the COVID-19 pandemic hit. As a healthcare staffing company, they were affected not only by changes to the healthcare industry, but by restrictions to the travel industry as well.

“ONCE THE PANDEMIC HIT, IT REALLY HIT US TWICE. OUR ABILITY TO TURN AROUND MONEY WAS BADLY AFFECTED.”

A significant portion of CHG's business depended on specialty surgeries, which were largely put on hold during the pandemic. At the same time, the demand for nurses increased. This forced the company to change its business model and adopt reporting capabilities that could keep up.

“BECAUSE OF THESE RADICAL CHANGES, THE NEED TO BETTER TRACK AND UNDERSTAND OUR DATA AT A GRANULAR LEVEL BECAME CRITICAL.”

Their existing AR software was inflexible and did not provide the reporting detail required. When attempting to create custom reports, their provider said that it was not possible, or they referred them to expensive third-party consultants. This made it difficult to stay on top of aging invoices and effectively manage the dispute process. As a result, overdue invoices increased.

Moving to a remote working environment amplified the challenge. The team needed a cloud-based solution that would enable constant collaboration, or risk AR inefficiencies due to difficulties operating as a distributed workforce.

SOLUTION

Quadient AR provided CHG Healthcare with a centralized source of account data and management. Allowing for an unlimited number of users, the company effectively pivoted to a remote working environment. With key data accessible to all employees, members of the team were able to work collaboratively to identify issues and improve processes.

“HAVING A COMMON LANGUAGE IN REPORTING HAS HELPED. TIME IS ALWAYS OF THE ESSENCE. YOU'VE GOT TO MOVE SUPER QUICK, AND QUADIENT AR REALLY HELPS PROVIDE THE INFORMATION YOU NEED TO DO THAT.”

The platform's Business Intelligence (BI) module provided the team with the capability to create custom reports, which could be made as granular or high level as required. In addition, Quadient AR's team partnered with the company to help them create custom reports when new challenges arose.

“I LOVE THE IMPROVED ACCESS TO OUR DATA. WE ALSO RECEIVE GUIDANCE FROM QUADIENT AR'S TEAM. IF YOU WANT TO MAKE A SPECIFIC REPORT, THERE'S A PARTNERSHIP WITH THEM TO HELP YOU, AND YOU CAN EASILY CREATE REPORTS THAT GUIDE THE TEAM. IT'S A DIFFERENT EXPERIENCE TO ANYTHING WE'VE HAD BEFORE.”

With detailed reporting, CHG was able to spot trends and potential problems quickly. Because of this, they became more proactive and strategic in their collections. Improved aging reports allowed them to prioritize certain invoices and reduce the number that were past due. In addition, the instant access to data allowed them to resolve disputes more promptly, reducing payment delays.

“QUADIENT AR HAS BEEN GREAT WHEN IT COMES TO REPORTING. WE GET THE INFORMATION WE NEED BACK TO OUR LEADERS SO THEY CAN MAKE THE INFORMED DECISIONS THAT KEEP MONEY COMING IN AND PROCESSES OPERATING QUICKLY AND ACCURATELY.”

RESULTS

Using Quadient AR's BI module, CHG Healthcare was able to reduce late payments, improve reporting, and better manage a remote workforce.

- With greater insight provided by more granular reporting, invoices aged 60 days and over were reduced from 8% to 2%, while invoices over 90 days were reduced from 4% to 1%.
- Enabling unlimited users and cloud-based access, the platform empowered the team to work effectively in a remote environment.
- The company was able to anticipate issues, take proactive steps to prevent them, and accelerate cash flow.
- Disputes and late payments decreased.