

Over \$1 million in back billing achieved at Te Whatu Ora - Whanganui

Te Whatu Ora - Whanganui is a long-term client of CBS, utilising our clinical costing application, CostPro and have now added our patient billing application, ChargePro.

Highlights

- Replaced Legacy billing application and reduced manual processes
- Provided visibility of historical unbilled revenue and enabled billing
- Maximised ACC billing revenue
- Subsequent back billing submitted to ACC amounted to over **\$1 million**

Initiative

Te Whatu Ora - Whanganui realised that their billing processes were extremely manual, and the visibility of required billing information was weak.

As such, they were missing ACC billing opportunities. They sought an application that would:

- Greatly improve their processes and maximise their revenue opportunities
- Perform as a modern and intuitive application - easy for their staff to use
- Enable access to ACC's electronic invoice submission and payment technology

Outcome

As part of the ChargePro implementation, CBS worked with the Revenue staff at Te Whatu Ora - Whanganui, enhancing their knowledge around billable contracts and improving the user experience.

Reduced Revenue Leakage - CBS ACC Billing Consultancy helped to track down the areas suffering from revenue leakage and guided the Revenue team in closing the leakage and back billing where possible. Back billing submitted to ACC from activity prior to go-live was over **\$1 million**.

Streamlined Billing Processes - ChargePro greatly enhanced the end-user experience and automated a number of manual processes, allowing users to undertake more value-added tasks and maximise revenue opportunities.

Billing Contracts - Billing contracts were added as well as associated contract rules that were not previously billed.

Audit Reports - These were made available to help with data discrepancies.

Endorsement

"The best technology project yet! Delivered on time and on budget.

The CBS team were excellent to work with, bringing great business and product knowledge and making the implementation a breeze.

The improved user experience is fantastic with a modern easy to use application, simplifying our billing, giving us great end to end visibility throughout the billing process. This was a no brainer as it increased our revenue and improved our processes.

Why wouldn't you?

The payback has already been achieved!"

Andrew McKinnon, former CFO Te Whatu Ora - Whanganui

