

CASE STUDY



BACKGROUND

Grace Healthcare, LLC is a privately owned organization that provides support services to skilled nursing homes, assisted living, and rehabilitation facilities across the United States. They currently manage 24 facilities and oversee the accounts payable (AP) process for 21 of those entities. The common goal of Grace Healthcare is to drive the development of new programs and initiatives that support continuous improvement of care. While their mission is progressive, their use of manual AP procedures was not.

Historically, Grace Healthcare managed the AP process for 21 facilities with paper checks. All checks were printed in-house, signed by management, stuffed by hand into envelopes, and sent through a small postage machine offering limited capacity and speed. This quickly became an impeding pain point accentuated by the quantity of payments required and the time it took for AP coordinators to manually expedite thousands of checks each month.

The first attempt at a solution was a check stuffing machine and a more productive postage meter. Unfortunately, the problem of time and efficiency persisted due to volume. The company recognized the need to outsource payments and ensure the talents of their AP coordinators were being more wisely utilized.

SOLUTION

Grace Healthcare selected the CSI Payscale platform which provides a fully automated payment solution that includes virtual credit cards. The initial integration with CSI included two of their 21 managed facilities.

"I was very impressed with the demo we received on our first call with CSI. The interaction with the staff gave me confidence that their level of service would be unmatched by anyone else."

During the initial training and implementation process, CSI and Grace Healthcare participated on multiple calls to determine what was needed on both ends. The main goal was to capture full integration with Grace Healthcare's accounting software. The AP department was tasked with providing a vendor list which CSI vetted to determine which businesses accepted or were willing to accept card payments and which would still prefer a paper check.

"CSI has been extremely helpful and thorough, and we continue to be satisfied with the entire implementation and vendor enrollment process."

The biggest hesitation Grace Healthcare experienced was in regards to how CSI Payscale would integrate with their existing accounting software and how bank reconciliations would be handled.

"The CSI team has been working diligently to evolve their platform and implement a solution that is specifically tailored and fully functional with our software and workflow needs, which I very much appreciate."

RESULTS

CSI Payscale has effectively streamlined the AP process at two Grace Healthcare facilities. Advanced payments technology has reduced manual processing of paper checks, giving AP coordinators more time to focus on higher-level directives, while invoice-level data attached to each payment has added precision and speed to reconciliations. Grace Healthcare has also added a new source of revenue for the company in the form of a rebate which is earned every time a virtual card payment is processed.

Now when the AP team needs to make payments on behalf of a facility, they simply select the invoices they want to pay in their existing accounting software and export the batch to CSI. From the CSI Payscale platform they can then submit payment approvals for an entire batch and initiate payments in a fraction of the time. There are no checks to print, stuff, or stamp.

"Our process is now two steps. It's very quick and smooth."

Due to the success of the initial rollout, Grace Healthcare is continuing integrations with CSI Payscale across all of their managed facilities.

"I expect AP processing times to decrease dramatically when this is fully rolled out. I also expect the rebate revenue to have only positive impacts. Everyone likes extra cash, especially cash for simply paying your bills!"

"For others considering CSI Payscale, go for it! There is not much to lose, and so much to gain!"