

Spectrum Health System

ImageSoft Check2Bank Solution

“We are very pleased with our new check processing technology. The electronic workflow, robust search capabilities and electronic deposit to our bank have streamlined our processes.”

— **Scott Holzwarth**, Manager of Cash Applications at Spectrum Health Hospital Group

The Customer

Spectrum Health is a not-for-profit health system in West Michigan offering a full continuum of care through the Spectrum Health Hospital Group, which is comprised of nine hospitals including Helen DeVos Children’s Hospital, a state of the art children’s hospital that opened in January 2011, and 190 service sites; the Spectrum Health Medical Group and West Michigan Heart, physician groups totaling more than 600 providers; and Priority Health, a health plan with 625,000 members. Spectrum Health is West Michigan’s largest employer with more than 18,000 employees. In 2011 and 2010, Spectrum Health was named a Top 10 Health System by Thomson Reuters.

The Challenge

Spectrum Health’s Cash Application department was processing, on average, 35,000 patient and health insurance check payments per month when it began working with ImageSoft. With two new hospitals and a medical group being added to the mix, the number was estimated to grow by an additional 25,000 checks per month.

In 2010, a Cash Applications shared service department was created to support the hospital, medical and post-acute billing. Patient check payment processes were not consistent and some were manual. As an existing OnBase user, Spectrum hoped to leverage its investment in the OnBase document management technology and enhance current processes by replacing its aging check posting equipment and to develop a remote deposit capture process for checks with its financial partner. It looked to ImageSoft to accomplish these objectives.

The Process

Today, Spectrum batch-scans checks and remittance coupons using Canon scanners and Kofax Capture software. Kofax then passes the remittance and check images to A2iA CheckReader software for processing. A2iA, the foremost leader in handwritten capture technology, enabled Spectrum to capture both the handwritten CAR/LAR and machine-printed information from all areas of checks, money orders, remittance coupons and other payment-related documents.

Information is validated in Kofax and released to OnBase. Cash Applications staff perform quality checks by matching manual tape totals to batch totals then commit the batches by submitting an ad hoc task in workflow. The ad hoc task generates electronic deposit files for multiple bank accounts and creates posting files to HealthQuest and Epic.

In order to send electronic deposit files to Spectrum's bank, ImageSoft recommended Check2Bank, a solution that utilizes its existing OnBase system and scanning technology to create a single, easy-to-use check processing solution. When combined with OnBase workflow, Check2Bank enables Spectrum to deposit a high volume of checks through a secure electronic deposit (Check21) for all of its bank accounts. Additionally, ImageSoft's Check2Bank eliminated the need to physically transport checks to the bank for deposit.

At any point during the day, Cash Applications staff can perform auto calculations for a total check count and deposit amount by entity in real-time. This is an essential workflow needed to support the strict balancing process. In workflow, a coupon (eForm) can be created to capture payment information in place of a missing remittance coupon, which allows for payments to be split across multiple entities. Batches can be totaled by entity and completed for deposit.

Their Success

With ImageSoft's Check2Bank solution and electronic workflow in place, Spectrum Health's patient and health insurance check payment process has been streamlined.

By removing the paper check from the process, Spectrum has reduced bank fees and eliminated an external bank lockbox with one of its entities without adding FTEs.

Beyond these savings, another benefit to Spectrum – of equally significant value – was a vast quality improvement in customer service and faster response time to patients with inquires about their check payments. In the past, when patients called with questions, it was often a lengthy and time-consuming process. Now using OnBase, images of the checks are instantly available enabling Cash Applications staff to enhance their service to internal and external customers.

Project Goals

- Replace outdated check processing equipment
- Eliminate manual processes
- Integrate new medical group check processing being performed by external bank lockbox, without adding FTEs
- HealthQuest and EPIC A/R posting file
- As a newly created shared service center, enhance Cash Applications customer service to internal and external customers
- Enhance check payment search capabilities
- Handle current volumes and future growth
- Electronic deposit to bank (no longer dependent on courier)
- Electronic workflow