

CUSTOMER NAME

Health and Human Services
Accounts Payable

INDUSTRY

Administration and Finance

LOCATION

Austin, TX

SOLUTION HIGHLIGHTS

- Eliminated the need for a physical file room as the agency tripled in sized
- Enabled agency to increase production with same personnel
- Decreased processing time for records requests and audits

BENEFITS

- Faster, easier retrieval
- More effective use of agency resources
- Increased bandwidth without adding head count or physical storage space

IMAGING SOLUTION EASES GROWING PAINS FOR AGENCY

BUSINESS PROFILE

The Health and Human Services Commission (HHSC) oversees Medicaid, the Children's Health Insurance Program (CHIP), Food Stamps (SNAP) and Temporary Assistance for Needy Families (TANF) for the State of Texas. The agency's Accounts Payable division handles the majority of the payments for these programs.

OPERATIONAL OVERVIEW

Accounts Payable (AP) performs two types of payments: interface payments and manual payments. The majority of the division's interface payments are for client services and large supply and utility-type services. For example, the agency uses a specific interface for purchasing basic office supplies. Manual payments cover all of the other goods and services purchased by the agency, such as leases, telephone services, supplies, employee travel expenses, consultant and other contract services. HHSC uses Neubus imaging services for these manual payments, which are processed in the state office in Austin and in 10 regional offices throughout Texas.

The agency also has administrative responsibility for regional Health and Human Services (HHS) offices throughout the state. Regional AP offices handle the administrative expenditure payments for all five HHS agencies, including Health and Human Services Commission, Department of Aging and Disability Services (DADS), Department of State Health Services (DSHS), Department of Assistive and Rehabilitative Services (DARS), and Department of Family and Protective Services (DFPS).

BUSINESS NEED

The AP division has experienced two dramatic increases in its workload, once after taking over the Medicaid program in fiscal year 2003 and again with the passage of House Bill 2292 in fiscal year 2005. This bill consolidated the 12 HHS agencies into five agencies and also consolidated and centralized certain functions into HHSC. In each of these situations, the AP division's workload continued to swell.

"The agency experienced two large growth spurts, growing first from about 200 to 700 employees in 2003, and then to its present size of approximately 11,000 employees," said Lori Trank, Accounting Operations Manager.

During this time, the AP division more than doubled its volume of payment vouchers. In fiscal year 2002, AP staff processed 8,000 vouchers. In 2003, this number jumped to 350,000 vouchers, and the division currently processes more than 600,000 vouchers annually. In addition to running out of physical space, the division faced limitations on staff members' ability to quickly locate documents for auditors and others.

At the time, the division was following protocol by sending vouchers to the State Library and Archives Commission (TSLAC). However, because TSLAC is meant to store documents on a more permanent basis, it became difficult to retrieve files.

"It's not the best process when you need something quickly," said Trank. "It's not even just auditors we need to satisfy; the division needs to respond quickly to any open records or executive request for retrieval of a document."

Division leaders realized they would need to add staff members or improve their process to effectively manage the additional workload they had taken on. In the search for alternatives, they found that Neubus could develop a process for scanning records and processing them electronically, enabling the division to maintain current staff levels while handling the additional volume.

SOLUTION

Neubus analyzed the division's business needs and developed a system for online storage and retrieval of payment vouchers.

Neubus provided document scanning and capture services, storing the files electronically and making them accessible to anyone with access to the agency's system.

Built on the company's Electronic Service Delivery platform, Neubus' web services enable agency staff to store files online, quickly and easily search for a file, and route it to other employees in PDF format.

BENEFITS

FASTER, EASIER RETRIEVAL

Among the greatest benefits provided by the Neubus system is the ease of use for document retrieval. According to Trank, the improvement in the physical process of retrieving documents – in staff hours alone – provides significant savings.

Physical searches used to require staff members to look up a box and voucher number, taking much longer to perform. Using the new system, says Trank, employees can perform searches in easily one third of the time it used to take.

"With Neubus' solution, we were able to handle the additional work without adding to my AP staff – in other words, we do more with less," says Trank.

"It's hard for me to even imagine doing any other kind of archival, given the ease of retrieval and sending a scanned PDF file via email. With Neubus, it's instant," says Trank. "You look it up, and make a copy or send the PDF. There's a world of difference."

IMPROVED DOCUMENT SHARING

The Neubus solution enables Accounts Payable staff to respond more quickly to auditors and open records requests.

Rather than having to find an original document in storage or request a copy from the state archives, team members can immediately search for and share a copy of a payment voucher, reducing response time and increasing satisfaction.

INCREASED BANDWIDTH

Even as the department grew exponentially, Accounts Payable was able to support the additional workload without adding staff or storage space, capturing more than a half-million payment vouchers in 2009 alone.

SUMMARY

Using Neubus services, the Accounts Payable department was able to increase its workload without adding staff, and the solution enabled staff members to respond more quickly and efficiently to requests.

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