Heisenberg II           Case Study
A Global Healthcare Diagnostics Company

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Requirements
This group needed to improve the efficiency throughout their payment process for their providers, pathologists and contracted entities.

They needed a more seamless automation of their various systems to optimize the effort delivered in the existing process.

Challenges
The existing data volume and segregated touch points left the organization managing a very mission critical process through excessive and extemporaneous steps. With over 140 groups and more than 350 providers they had disparate systems for contract management, contract negotiation, on boarding, base compensation, Production level data, bonus payments and service level requests.

The group found it extremely difficult to substantiate accuracy between the compensation calculation and the produced payroll record with the process being driven through excel. Without significant automated triggers and alerts for thresholds or variances, they were forced to cross validate through various groups and channels.

Action
Heisenberg II (H2) became their single system, source of truth for total automation of the compensation process and specifically their payment process. H2 was able to automate the payment workflow and consolidate the large amounts for raw data that was flowing through a mostly manual process. The “go live” of H2 delivered:

• Accuracy between compensation calculations and payroll
• Single source for Provider payments so the process is more compliant and efficient
• Internal Auditing is now done system wide instead of the original division focus

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