



Case Study



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THE BANK OF NEW YORK MELLON HELPS PROVIDER EASE PAIN OF PATIENT REFUNDS

BNY Mellon WCS Teams with UPMC for Streamlined Process

With a team of more than 40,000 employees, the University of Pittsburgh Medical Center (UPMC) serves the healthcare needs of more than 4 million people each year through redefined models of healthcare delivery. The following case study explains how BNY Mellon Working Capital Solutions (WCS) helped the provider streamline its refund check process and associated operations.

THE CUSTOMER CHALLENGE

Achieving a Manageable Patient Refund Process

Like many U.S. healthcare providers with a large member base, UPMC handles a staggering number of billing and payment functions in its daily operations. A large source of this paper-based work stems from the processing and issuing of patient refunds and managing the ensuing reconciliation functions and tracking they require.

According to Linda Zang, Assistant Treasurer with UPMC, “Refunds are unavoidable in the healthcare revenue cycle since a single service encounter is often paid by multiple parties — primary insurance provider, secondary insurance provider and the patient — in varying amounts.”

But the refund check process presents a healthcare provider with many hurdles to overcome. While refund check processing begins in the patient accounting area, the provider’s patient accounting department generally cannot issue checks. The Accounts Payable department must produce the checks, but since there are no purchase orders or invoices tied to these payment requests, an accounts payable staff must typically handle the time-consuming and inefficient process of issuing these one-time checks. And an escheatment process (to manage unclaimed funds) is typically required to comply with state regulations as well. “

Because UPMC is committed to returning excess funds to patients and insurers,” added Zang, “we wanted to improve our procedures to issue refunds and handle exceptions as precisely and timely as possible.”

THE BANK OF NEW YORK MELLON SOLUTION

Streamlined Refund Issuance, Processing and Tracking

Through BNY Mellon WCS’ Refund Check Processing service for the healthcare industry, BNY Mellon WCS is handling UPMC’s entire refund check process once the refund is approved by UPMC, including overseeing the creation and distribution of refund payments, and managing and administering all reporting.

According to Zang, “BNY Mellon WCS’ solution took UPMC’s individual needs into account, and included methods that streamlined the processing, tracking and reporting of data necessary for updating our internal systems.” The service handles the data supporting multiple billing systems for UPMC and issues reports of relevant check data to help automate posting to patient accounts.

THE OUTCOME

Overhauled Refunds System at Reduced Cost/ Increased Efficiency

“By transitioning one-time patient refunds to BNY Mellon WCS, our Accounts Payable department is able to reduce manual processing costs and focus on purchase-order related invoices,” said Zang. “The service also has consolidated our efforts by implementing standard refund processing across provider business lines, and we now have more patient accounting information and tools at our fingertips to track refund payments.”

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