

## CASE STUDY

## Recovery Audit

“University of Texas Health Medical Branch”

**Region:** Texas

**HQ:** Galveston, TX

**Employees:** 4,715

**Beds:** 1,292

**Patient Revenue:** \$588 Million

**EHR:** Epic

**ERP:** Oracle

**GPO:** Vizient / Premier

### Problem

University of Texas Medical Branch Health (UTMB Health) had not participated in a recovery audit project in many years and was anxious to better understand the effectiveness of their internal processes, as well as gain insight into control gaps and appropriate remediation.

### Solution

SpendMend was contracted to conduct a Procure to Pay recovery audit and spend analytics review for a member of The University of Texas System under an agreement with the UT Health Alliance.

### Result

SpendMend found over \$1.2M against an annual spend of only \$498M – a recovery rate of over twice the industry average. Key findings highlighted the need for the member to implement a return module within their ERP system in order to track and validate open return credits. It was also noted that invoice keying guidelines and training should be addressed on a routine basis, along with implementing enhanced vendor master maintenance to avoid duplicate payments.

*“SpendMend amazed me by what they were able to uncover. They’re just so good at this.”*

-Ken Hall, Finance Director,  
UTMB