

CASE STUDY

Vendor Reconciliation

“Making Sense of Multiple Customer Account Numbers”

Region: Southeast

HQ: Florida

Employees: 16,521

Beds: 3,386

Patient Revenue: \$3.5 Billion

EHR: Epic / Center

ERP: Infor

GPO: BayCare Purchasing
Partners

Problem

A large Florida-based Health System was challenged with thousands of multiple location vendors to manage, which included multiple ship-to and bill-to locations, hundreds of different ordering departments, and multiple contacts for a single vendor. Even though the Health System already established a team devoted to reconciling vendor accounts, it was nearly impossible to obtain a complete account picture or information from a singular request.

Solution

SpendMend used their core Recovery Audit tools augmented within depth vendor insights and invoice sampling to identify multiple vendor account numbers set up per vendor. SpendMend leveraged this information to ensure each material vendor was disclosing the entire set of data needed to reconcile the account properly.

Result

SpendMend identified multiple account numbers present across 81% of the vendor base. The account number reconciliation led to over \$1.3M in recoveries. In one instance, we were able to identify over \$300,000 due to our client from three years earlier along with the control gap causing the dollars to be outstanding.

“We had no idea how much these multiple account numbers were costing us. SpendMend provided visibility we never thought possible.”

-Vice President, Finance