

# 4 Winning Automations for Healthcare Spend Management



# Table of Contents

S  
T  
R  
U  
C  
T  
U  
R  
E

02.

About Corpay One

03.

RehabOne Medical Group's Story

04.

Moving From Manual Work to an Efficient Process

05.

What is a Workflow?

06.

Building Automated Workflows

07.

4 Winning Automations for Healthcare

11.

Why Corpay One?

# About Corpay One

---

**Meet Corpay One - a complete spend management platform for scaling businesses.**

We are one secure, effortless platform - designed to save you time and money and help you focus on what counts. We take you from printing paper and passing it off, to advanced document scanning, uploading, sharing, setting secure approval workflows, managing vendors and automating payments. Every bill and receipt scanned or payment made in Corpay One can be recorded in your accounting system - so every payment is accounted for.

**This is **better bill pay**, to help your business grow every day.**

Experience smarter spending for your business.

Get started at [corpayone.com/signup](https://corpayone.com/signup).

Visit us at [corpayone.com](https://corpayone.com)

Say "Hi!" at [hello@corpayone.com](mailto:hello@corpayone.com)

# RehabOne Medical Group: Automated Workflows in a Healthcare Setting

---

Spend management in healthcare can be challenging. It's vital to stay on top of costs and accounts payable, but too often the payables process consists of searching for receipts, tracking down approvals from providers or signatures from administrators, printing and scanning physical invoices or navigating supply chain issues.

That was the scene at RehabOne Medical Group where Maria – the group's Accounting Manager – was handling spend across four practice locations.

Between overseeing multi-step, multi-stakeholder approvals via 60-page documents, and manually entering data into multiple systems (ultimately causing duplicate entries for payments), Maria had a lot to manage when it came to accounts payable for the practice.

## **Too many practices have manual AP processes like RehabOne.**

In an era of remote work and large-scale healthcare systems, old-school AP and bookkeeping practices are unsustainable. Organizations across the country are looking for a solution to manage spending efficiently while reducing friction within their practices.



“It was very cumbersome - we were doing cut and paste for approvals, and the system we had through our bank didn't talk to our accounting software - so there was a duplication of entry for payments that were made.”

**Maria Lowrie, Accounting Manager**

# How do we move from relying on paper and manual work to a streamlined, efficient process?

---

By introducing no-code, automated workflows to RehabOne's accounts payables and bookkeeping processes, Maria was empowered to handle payments across all four practice locations - remotely.

01

## Manual data entry was eliminated

by using Optical Character Recognition (OCR) scanning technology to automatically pull document data for bills and receipts.

02

## Multi-layer approvals were streamlined

using automated approval flows that assign and remind necessary approvers based on bill coding within the system.

03

## ACH and check payments were automated

using the auto-pay feature for recurring bills and customizable workflows for other payments.

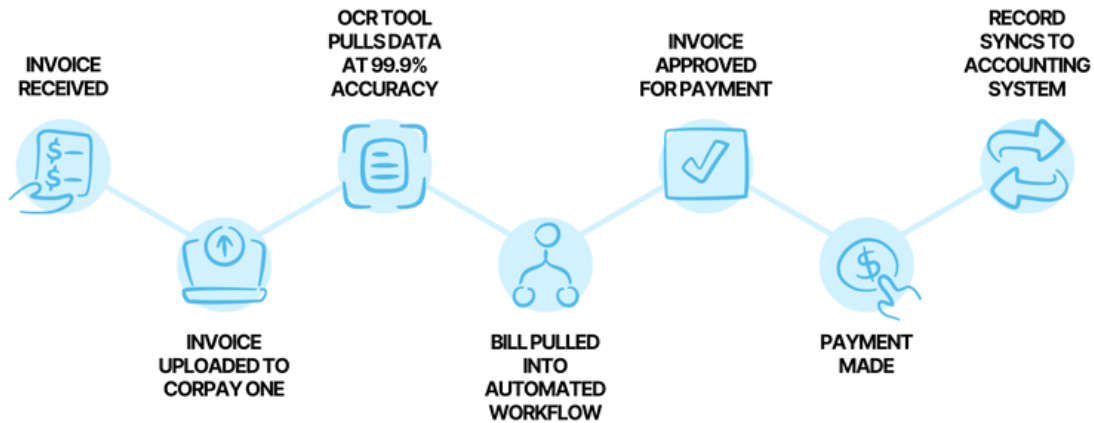
Applying automation to better manage accounts payable processes isn't unique to RehabOne's situation, but even they were hesitant to get started. In this ebook, you'll discover four customizable workflow examples that can help your organization overcome the same spend management hurdles as RehabOne.



# What is a workflow?

---

A workflow is a powerful automation tool that helps guide a task from beginning to completion - and when it comes to accounts payable, workflows can streamline the entire sequence in a payment process, requiring only the review and approval touches you define.



## Why implement automated AP workflows in healthcare?

The benefits of building automated workflows to streamline your bookkeeping and bill pay processes go beyond simply working more efficiently - automated workflows also reduce the errors that come with manual processes like data entry, working from decentralized or lost documents and chasing down necessary approvals to get bills paid. Reduced errors mean less time spent fixing mistakes and auditing your back office.

### Plus, workflows can reduce friction across your team.

If you're managing spend for a distributed workforce and sending documents back and forth for approval between multiple stakeholders, it's likely you've felt friction with colleagues who don't respond in a timely manner, require multiple reminders or simply don't provide the correct documentation in the first place.

With a simple approval workflow, you can remove yourself from the friction and automate reminders to ensure bill documents are reviewed and approved in a timely manner.

# Building Automated Workflows

---

Workflows can seem difficult if you haven't built them - especially for AP processes. We designed our workflow builder to be easy to use, but we want to break it down so you can build any workflow - with confidence.

## Simplify any workflow into a series of “if this, then that” statements.

If vendor *Medical Textiles Inc.* sends a shipment of disposable linens to your office weekly, then you can set up a recurring payment workflow to automatically pay that bill every time they send your recurring shipment. And if one of the bills happens to come through off-schedule or at a different dollar amount than the recurring bill typically would, then the bill can be automatically removed from the auto-pay workflow and sent into a pre-determined approval flow for review.

## In Corpay One, simply drag and drop triggers (the "if" statement) and actions (the "then" statement) to build custom workflows.

Triggers can be simple, like detecting who submitted a bill, or more complex - for instance, detecting if a recurring invoice contains a variance in the typical amount charged. Common triggers include:

- Bill amount - the amount owed on a bill that needs to be paid
- Keywords - words within the bill, receipt or email that help categorize an expense
- Vendor name - the name of the vendor listed on the document

Actions, similarly, encompass a variety of outcomes for a document:

- Require approval - sends a document to a specific coworker for approval
- Add a label - adds a category to a bill and syncs it with your accounting system
- Mark as paid - marks a bill as paid outside Corpay One so it doesn't get paid twice

Building workflows to streamline your AP can be easy when you use a tool designed to simplify bookkeeping tasks. Keep reading to discover four workflows you may find helpful at your practice.

# SIMPLE AMOUNT APPROVAL

The screenshot displays a workflow configuration interface. The top section, titled "1. When this happens..." (TRIGGERS), contains a trigger rule: "If a document's Bill amount is greater than 5,000". Below this is a section titled "2. Do this..." (ACTIONS), which contains an action: "Automatically Require approval" from "all coworkers" (with "Hilary Smith" selected as a specific recipient). The interface includes drag-and-drop instructions and icons for adding, deleting, and refreshing the workflow elements.

## About this workflow:

This workflow uses the "bill amount" trigger to detect **if** a bill is over a set amount limit (in this case, \$5,000), and **then** uses the "require approval" action. **If** a bill above the set "bill amount" is submitted, **then** the coworker (or coworkers) selected will receive a notification to approve the uploaded document.

## Why this workflow works:

Many organizations require approval for business purchases over a certain amount to increase the visibility of larger expenses. In this example, employees are authorized to submit invoices for less than \$5,000 without stakeholder approval - but need approval for any amount over the set limit.

This pre-determined automation eliminates confusion over spending limits and a handwritten signature on a bill. Plus, if an approver has questions about the bill, they can use the built-in chat feature or Slack integration to get clarifying details about the expense before approval. From there, approvers can approve the expense in one click - whether they're in the office or on the go.



# MULTI-STEP APPROVALS

The screenshot displays a workflow configuration interface with two main sections: "1. When this happens..." and "2. Do this...".

**1. When this happens... (TRIGGERS)**

- Trigger 1: "If a document's" **Type** is one of the following: **BILL**.
- Trigger 2: "and the document's" **Bill amount** is greater than **10,000**.

**2. Do this... (ACTIONS)**

- Action: **Require approval** (Automatically).
- Options: **NON UNIQUE** (selected) and **UNIQUE**.
- From: **all** (selected) and **coworkers** (selected). A list of approvers includes **Hilary Smith**.
- then require approval from: **any** (selected) and **coworkers** (selected). A list of approvers includes **Jason Styles** and **Florence Wilde**.

Instructions at the bottom of each section: "Click or drag triggers from the catalog and drop them anywhere" and "Click or drag actions from the catalog and drop them anywhere".

## About this workflow:

This workflow uses two triggers - document "type" and "bill amount" to detect if a bill is over a set amount limit (in this case, \$10,000), and uses multi-layer "require approval" actions. **If** a bill above the set "bill amount" is submitted (regardless of vendor or submitter), **then** once Hilary Smith has approved the bill, the bill will need to be approved by either Jason Styles or Florence Wilde.

## Why this workflow works:

Often, multiple stakeholders need to approve large expenses in a specific order - whether they're practice owners, executives, providers or accountants. This workflow simplifies the process - instead of back-and-forth emails or tapping shoulders for the right signatures, you automatically notify everyone who needs to approve a specific document in the order they need to approve it. You could even modify the workflow triggers based on your organization's spend policies and departments, so expenses are easily sent to relevant department heads for approval.

# ASSIGN CATEGORY BY VENDOR

The screenshot displays a workflow configuration interface with two main sections:

- 1. When this happens... (TRIGGERS):** This section is titled "1. When this happens..." and has a "TRIGGERS" label in the top right. It contains a trigger configuration: "If a document's" followed by a dropdown menu set to "Vendor name", a "contains" operator, and a text input field containing "GEORGIA POWER".
- 2. Do this... (ACTIONS):** This section is titled "2. Do this..." and has an "ACTIONS" label in the top right. It contains an action configuration: "Automatically" followed by a dropdown menu set to "Add category" and a text input field containing "Operating Expenses".

Below each configuration area is a prompt: "Click or drag triggers from the catalog and drop them anywhere" and "Click or drag actions from the catalog and drop them anywhere".

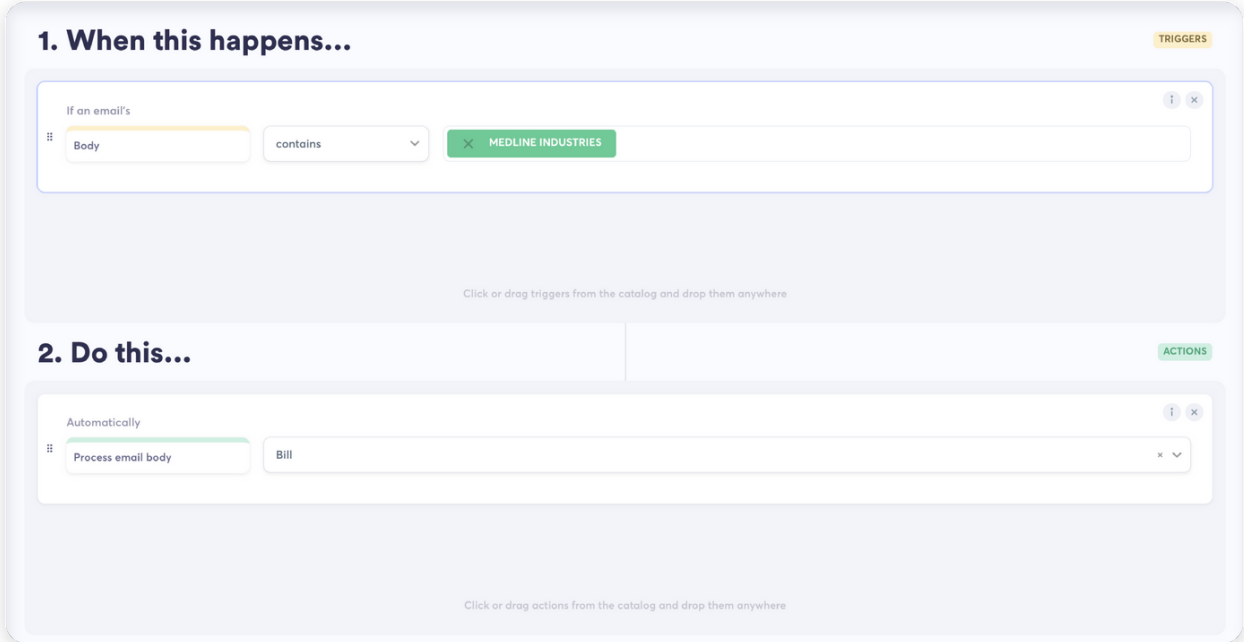
## About this workflow:

This workflow uses the trigger "vendor name" and the action "add category." If a document containing the specified vendor name is submitted, then it will automatically be categorized based on your specifications - in this example, documents from "Georgia Power" are automatically categorized as "Operating Expenses."

## Why this workflow works:

Client bill pay and monthly reconciliation don't have to be complex or time-consuming. By automatically recognizing the vendor and assigning a category, this workflow eliminates the need to manually intervene and input a category for reoccurring expenses. And, with always-on two-way sync with QuickBooks Online and Xero in Corpay One, the category is immediately updated in both systems.

# AUTO-SCAN BILL FROM EMAIL



## About this workflow:

This workflow starts with an email submission and uses the "body" trigger to detect a keyword or phrase in the body of the email and uses the "process email body" action. In this example, if the keywords “Medline Industries” are detected in the submitted email's body, then the email is scanned and processed as a bill.

## Why this workflow works:

Not all bills come by snail mail - and those that arrive via email can be difficult to process with old-school bookkeeping methods. You might have to search for the bill in your inbox or have it forwarded from a colleague before you even begin to process it for payment. Automating the submission of emailed bills can kickstart the AP process without any manual intervention. You can even customize this workflow to scan the email for different keywords, capturing more of your organization's accounting rules.

# Why Corpay One?

---

Corpay One operates with transparency and a daily commitment to quality and service. Everything we build is designed to make your life easier by transforming complex accounting rules into streamlined, easy-to-implement solutions. Set up takes less than 15 minutes and our reliable customer support team is ready to help you troubleshoot or optimize your use case.

**We know you're working hard to help your business grow and achieve your goals.**

Why choose Corpay One? So you can:

- Pay vendors easily via Check, ACH, International Wire, Foreign Exchange, Credit Card or Virtual Card
- Save time and eliminate manual data entry with no-entry 99.9% accurate OCR scanning, automated approvals, no-code workflows and real-time accounting sync to Quickbooks Online and Xero
- Use the Corpay One Mastercard® and set custom card controls, manage employee credit limits and view card transaction receipts from anywhere<sup>1</sup>
- Trust Corpay One's security measures; including built-in fraud prevention, encryption and more

## CONNECT WITH US

**For Businesses**

[corpayone.com/businesses](https://corpayone.com/businesses)

**For Accountants/Bookkeepers**

[corpayone.com/advisors](https://corpayone.com/advisors)



<sup>1</sup> All cards subject to availability and approval, including credit approval. See terms and conditions for details. US customers only.

**COPYRIGHT ©2023 CORPAY ONE, INC.**