

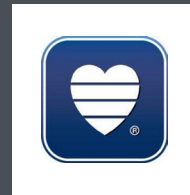
CASE STUDY: **HCR MANORCARE**

MANAGING P-CARDS WITH DATABASICS EXPENSE REPORTING

HCR ManorCare is a leading provider of short-term post-acute and long-term care, rehabilitation, memory care, hospice and home health care. The HCR ManorCare family includes nearly 55,000 employees, more than 275 Medicare- and Medicaid-certified skilled nursing and rehabilitation centers, more than 50 memory care communities, and hospice and home health care locations in more than 100 markets across the USA.

BACKGROUND:

- No prior P-Card program experience.
- ManorCare needed to establish brand new processes and procedures to meet the organization's business requirements.
- They had a highly dispersed potential user community.
- There was a complex coding requirement with a need for self-service access to a chart of accounts.



Industry: Home Healthcare

Number of employees: 55,000

With DATABASICS since 2012

Challenges:

- No existing P-Card program experience
- Lack of visibility into employee activity
- Waste of time & resources on manual processes

Solution: DATABASICS Expense w/ P-Card Program Management

Customer requirements:

- Self-service access to chart of accounts
- Load P-Card transactions
- Expense type and policy setup
- PeopleSoft integration

SOLUTION & BENEFITS

DATABASICS Expense has been in service at HCR ManorCare since 2012. The P-Card application clearly differed in important ways from expense reporting. However, upon analysis, it was determined that the DATABASICS product could be configured to meet the P-Card requirement.

Among configuration highlights of DATABASICS Expense was the creation of a separate report type for P-Cards that essentially "walled off" P-Card processing from expense reporting. To categorize purchases, the applicable Chart of Accounts codes were mapped to the P-Card report types. Additionally, associated codes like Department and Activity were restricted to valid combinations with respect to account selection. A specific user group was granted access to audit P-Card reports. To post transactions, a new upload was configured with provision for "unapplied transactions" a

feature required for posting of accruals. Finally, with respect to reporting, travel expense data and P-Card data were effectively segregated.

The new P-Card ecosystem system "inherited" the single sign-on capability of the expense reporting implementation, an ease-of-use feature that was immediately appreciated by HCR ManorCare purchasers and users. Other benefits were reduced invoice processing costs from the former invoice processing system, better vendor relations, and greater visibility into spend for managers.

WHAT THE CLIENT LEARNED

Based upon the implementation experience, HCR ManorCare recommended early involvement of internal IT, using a pilot to iron-out training, process and configuration issues, and use of online/video training to reach users when and where they require assistance.

ABOUT HCR MANORCARE

At HCR ManorCare, a not-for-profit, mission-based provider and part of the ProMedica Health System, we care for people nationwide but a single principle within Our Vision binds them together—we are dedicated to providing the highest quality health care services. We research, evaluate, train and implement the care programs that work toward the highest practicable level of well-being for our patients and residents. The footprint may be large, 27 states across the U.S., but instilling our proven care principles and protocols is just as broad in carrying out our commitment to quality.



DATABASICS is driven to meet the most demanding time and expense management challenges for organizations throughout the world with a combination of deep expertise, next-gen technology and a focus on the unique needs of each customer. Powered by decades of experience, **DATABASICS** is in the business of solving time and expense problems with solutions that are the right choice for today and easily adapt to the uncertainties of tomorrow. Time and expense are better together, which is why **DATABASICS** addresses these two critical business processes with absolute ease in one solution.

Award-winning 24/7 Customer Support

Stevie Awards and Best in Biz Awards year after year

