



QUESTCARE DEVELOPS EFFICIENT HEALTHCARE ACCOUNTING PROCESSES

Company

Questcare is a physician-led group that began delivering quality medical services in 1996. It has grown into a multi-specialty practice consisting of more than 750 providers in 56 facilities in multiple states.

Challenge

Questcare was looking to implement an enterprise resource planning (ERP) solution that could manage accounting and financial processes in a manner that adhered to healthcare industry best practices.

Solution

The organization turned to Nolan Business Systems to recommend healthcare-specific accounting processes and to implement them using NetSuite ERP.

“Our NetSuite implementation took three months. Without Nolan Business Solutions, we estimate that our software implementation alone would have taken twice as long. And that doesn’t take into account recommendations based on prior experience that wouldn’t have been brought to our attention. Without that guidance, it would have taken more than a year to get the system set up the way we wanted it.”

Mandy Voith, Director of Accounting, Questcare



Results

Utilizing healthcare best practices, Nolan's financial processes dramatically accelerated the NetSuite implementation. Best practices healthcare financial processes improved efficiency, eliminated consulting costs, and facilitated the company's sale.

Questcare streamlines healthcare-specific financial processes with Nolan Business Systems and NetSuite

Physician's group practices have long faced strong pressure to grow. Expansion allows practices to achieve critical mass to gain leverage with payers as well as better respond to mandates to adopt quality-based reimbursement, risk contracts and Accountable Care models. Following this trend, Questcare has significantly increased both its services and geographic coverage over the past 7-8 years.

The organization had long relied on an external CPA firm to manage its accounts receivables and accounts payables using QuickBooks. As the practice grew and the work burgeoned, the CPA firm recommended that Questcare bring its accounting functions in-house. At the same time, Questcare's executive team was preparing to sell the company, which meant it needed a professional finance operation.

Questcare sought a comprehensive enterprise resource planning (ERP) system to manage its financial operations, including general ledger, accounts receivable/accounts payable, check writing, and journal entries. The ERP would need to manage the company's 26 different

entities, allow it to easily onboard new entities, as well as create consolidated statements. NetSuite was selected because it filled the need to function on a full ERP system and gave Questcare the ability to build an entire accounting department.

A Healthcare-Specific Implementation

Healthcare organizations' accounting processes are different from those of other industries. For example, healthcare providers must manage patient copays as well as different negotiated rates for different payers. Since the group had outsourced accounting, it had no policies, procedures and processes in place. It needed help designing healthcare-specific accounting processes and configuring the software to match.

Questcare chose Nolan Business Solutions for its industry expertise and previous positive experience with the company. Nolan was tasked with designing the appropriate business processes, set up the hardware, implement the software, and train users.

"I can't stress enough the importance of having a resource that knows the business, what to ask, how to get the right answers, and what might be missing ahead of the build," said Mandy Voith, Director of Accounting, at Questcare. "Nolan really understands how healthcare financial processes work."

The implementation took 3 months. "Without Nolan, the software set-up alone would have taken twice as long," said Voith. "That doesn't take into account recommendations based on prior experience that wouldn't have been brought to our attention. Without that



guidance, it would have taken more than a year to get the system running the way we wanted it.”

Successfully Bringing Finance Functions In-House

As a result of its customized NetSuite implementation, Questcare was able to successfully bring its accounting/finance functions in house, operate efficiently and reduce costs.

Previously when using QuickBooks, processes and controls were manually replicated across all 26 of Questcare’s transactional entities. NetSuite provides templates and forms that can be modified as needed to avoid recreating each entity from scratch.

NetSuite also enables entities to keep everything in one place by attaching W9s and invoices to vendor records, something they couldn’t do previously. This centralized repository has bolstered efficiency and consistency across the organization, ensuring greater validity for financial outcomes.

By moving finance functions from the external CPA firm in-house, Questcare also reduced expenses. As Voith noted, “Our CPA costs are close to \$1 million per year. Using NetSuite and an in-house accounting department, we reduced our consulting costs 10 fold while taking on cash and reconciliations and other tasks we couldn’t perform previously.”

Most important, effective financial processes made the practice a more attractive target for potential buyers and contributed to its subsequent sale.



Company Snapshot

Company: Questcare

Location: Dallas, TX

URL: <http://questcare.com/>



Partner Name: Nolan Business Solutions

Location: Boulder, CO