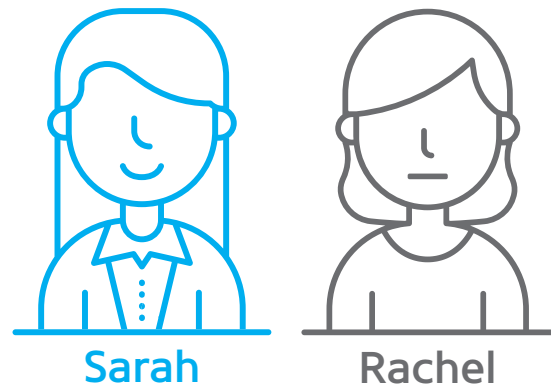


A Day in the Life of a Cash Poster: The Merchant Services Difference

Thanks to its focus on seamless reconciliation, process efficiency, and tracking payments securely through the revenue cycle, merchant services agreements can turn a day in the life of a cash poster from one focused on error-prone, repetitive processes into an efficient daily operation that reduces risks and improves the financial experience for both the health system and its patients.

Let's take a look at a typical day of two cash posters at large health systems, Sarah and Rachel. They're both experienced, eager, and come to their jobs every day excited to make a difference.

There is one striking distinction between them — one year ago, revenue cycle leadership at Sarah's health system realized that investing in an integrated merchant services solution and processes was an ideal way to meet the needs of their patients and achieve organizational growth and financial consistency. Rachel's employer took a short-term outlook and decided to do things the way they'd always done — the "safe" way.



While Rachel's job hasn't changed much over the past year, Sarah's daily experience has been completely redesigned, with new opportunities to provide value and increase efficiency making her job more pleasant and rewarding.

GETTING STARTED

Sarah sits down at her desk with a fresh cup of coffee, feeling energized and optimistic about the day ahead — unlike when she used to start her day addressing error reports from the previous month.



Thanks to the **drastic reduction in errors** following her health system's merchant services implementation, she now has time to carefully plan her duties for the day, and even has a chance to pick up a few tips from one of the other cash posters on how to more efficiently use the new EHR upgrade.



Rachel scoots her desk chair in to get a better look at an ever-growing task list. She has plans to check all the daily corporate deposit reports, make copies of EFTs to match to related remits, and record cash on log sheets — but only after she's addressed her daily tasks and the duties that overflowed from yesterday.

As she's planning, she's interrupted by a high-priority email. It's a link to a local news story about a data breach in their health system that originated with the outdated POS terminals they've been using for years.

EARLY MORNING

Before diving into her work for the day, Sarah takes a quick look at a flyer detailing the enhanced security features of the new POS card readers that were implemented along with the merchant services agreement.

They look similar to the ones at her favorite restaurant, and it's nice to see healthcare catching up with familiar technology in other consumer spaces.

Sarah moves on to check the results from the **automatic reconciliation function** that runs each night and sees that there were no discrepancies.



Sarah



Rachel

Rachel gets started with her daily balancing and bumps the results against the prior day's bank balances. The task is manual, and lately, she's been making more small errors, but it's what she's used to.

Manual errors are common in their system, and she and her fellow cash posters are accustomed to going back to make corrections. Afterward, she moves on to reconciling any discrepancies with the cash log.

MID-MORNING

Sarah's daily and month-end **reconciliation is going smoothly**, and she smiles at how streamlined the new merchant services-enabled process is thanks to the automated reconciliation of merchant payments.



Sarah



Rachel

It's the end of the month, and Rachel remembers she needs to get around to balancing all the cash posted for the month between systems, cash logs, and banks — but not before she creates month-end folders for each facility. She finishes and gets started running month-end facility cash reports for the closing cycles.

LATE MORNING

Sarah attends a virtual training session on their new system-wide patient engagement initiative. Merchant services enhancements were just one piece of the puzzle, and since it's **freed an average of 25 hours per week per cash poster**, she has some extra time to get a better understanding of how her organization works.



Sarah



Rachel

Meanwhile, Rachel is still working through her month-end duties. She's facing a few extra speed bumps because of limited reconciliation around card authorizations, a form of payment that's become much more common since she started her job eight years ago.

Reconciliation of lock boxes and card acceptance goes slowly as it always has, but without too many problems. As she's finishing up, she gets an email about an emergency meeting. Her manager wants to talk to her and the other cash posters about a spike in errors since their recent EHR upgrade.

LUNCH TIME

Mid-day breaks have been much different for Sarah since the integrated merchant services implementation. She's interrupted much less frequently and is **feeling more satisfied in her job**, and she knows she's not alone. She heard a couple of people from HR mention something about a "drop in turnover" in her department over the last year.



Rachel takes a rushed lunch and hurries back to address a manual error she made a month before. It's not a huge problem, and she knows it's because life has been stressful at home, but a mistake like that isn't typical for her. She prides herself on maintaining a decent level of accuracy in her work, but with so many things changing in the world of patient payments and in her own life, that's been harder to keep up.

EARLY AFTERNOON

Sarah comes back from lunch and logs into the communication training that her entire department is completing. Since implementing integrated merchant services, her director has found more room to focus on high-level goals like leadership and skill development. Now, every week, they work through one self-paced module dedicated to professional development. She **feels a new sense of pride** in working for her organization and chuckles when she thinks about the fact that just one year ago, she was ready to pack her bags for the hospital across town.



The afternoon is off to a rough start, but Rachel is relieved to be back to something familiar — pulling bank reports from websites and EFTs. It's her least favorite task, but there's less room for error, so it's something she's glad to be doing right now.

LATE AFTERNOON

Sarah jumps into the last of her reconciliation work for the day. It still surprises her how quickly it goes since the **inputs have been more than cut in half**. She and the other cash posters are getting more efficient every day and even cooperating to teach each other new ways to use the system.



Rachel finishes up her bank reports and decides to try to catch up on some EFT copies that she didn't get to last week. She rushes to match them to related remits but is getting frustrated. She wanted to spend that time talking with another cash poster about how to better utilize the new EHR, but she doesn't have the bandwidth.

GETTING READY FOR THE NEXT DAY

Preparing for the next day has become something Sarah enjoys. She knows she can plan out her days realistically thanks to two things — the efficiency that integrated merchant services has enabled and the goal-setting training from last month. She's now able to create much more **achievable task lists** that leave her fulfilled and feeling competent in her job.



Sarah



Rachel

Rachel is glad the day is wrapping up, and she can begin planning for tomorrow. Her task list looks very similar to yesterday's since she wasn't able to finish up month-end reporting, but she's used to that. She sets a reminder to check payment posting, runs a quick security update, and shuts down her computer after another long day.



As time goes on, the gap between the experiences of Sarah and Rachel will continue to widen. The hospital revenue cycle is becoming more complex, and yesterday's cash posting processes won't be able to keep up with tomorrow's demands. Smart revenue cycle leaders are leveraging the power of merchant services today to make sure their organizations are prepared and reaping all the benefits of efficiency and automation — something every cash poster will appreciate.

About RevSpring

RevSpring is a leader in patient communication and payment systems that tailor engagement touch points to maximize revenue opportunities in acute and ambulatory settings. Since 1981, RevSpring has built the industry's most comprehensive and impactful suite of patient engagement, communications, and payment pathways backed by behavior analysis, propensity-to-pay scoring, intelligent design, and user experience best practices.



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