

CCMSI

“We knew that in order to continue our strong growth we would need to revamp our approach to payments. With VPay, we have a scalable solution that delivers high levels of customer satisfaction and measurable savings.”

John Kluth, Chief Financial Officer
CCMSI

AT A GLANCE:



Challenge: Increase efficiency, accountability and flexibility in claim payments by moving away from checks to an e-payment platform for B2B claim payments.

Solution: VPay

Results: Conversion of 45% of claim payments from check to e-payments has saved CCMSI over \$900,000 in print/mail costs and \$240,000 in treasury fees, as well as at least \$100,000 in time savings annually.

CCMSI is the nation’s largest independent third-party administrator (TPA), administering workers’ compensation and property & casualty self-insurance programs. The employee-owned company operates 34 offices across the country with claim capabilities in all 50 states.

Financial highlights include:

- \$140 million in annual revenue
- \$1.5 billion of claim payments annually
- 1,300 employees

CCMSI began examining payment alternatives to achieve more efficiency and flexibility while maintaining the high level of accountability its clients rely upon. The company was heavily dependent on checks, issuing more than 1.2 million annually. Its ACH capabilities were limited and confined to manual processes.

CCMSI also sought the ability to manage payment preferences, as well as real-time access to payment data. Other decision criteria established by CCMSI included:

- Virtual card acceptance rates
- Funding options – pre versus post settlement
- Opt-out approval for providers (vs. opt-in or portals)
- Data in recon file and payer portal
- Knowledge of industry

At the top of the company’s criteria was the ability to provide a total payment solution that could deliver one system of record regardless of payment type.

The fact that CCMSI has a large number of custodial funding accounts complicates the company’s payment challenges. CCMSI has more than 800 separate bank accounts, each with special handling and funding considerations. It also operates under prompt pay regulations for a variety of providers with varying ability to receive and process check alternatives. This includes medical providers, body shops, contractors, attorneys and other vendors such as towing, transportation and translation.



“We’ve tried to quantify our time savings, but there’s just one word that sums up our results – priceless.”

John Kluth, CFO, CCMSI

In May 2014, CCMSI issued an RFP to eight potential vendors; one of which was InsurCard, a strategic partner with VPay, narrowing the finalists down to three. In December 2014, a multidisciplinary committee chose the InsurCard/VPay payment solution for their payment solution.

VPay’s total payment solution incorporates sophisticated payment preferencing that helps ensure payees receive the type of payment they want.

VPay’s ability to deliver payments via check, ACH or virtual card allowed CCMSI to pay its payees faster with a level of payment diversity that was previously unavailable. This, coupled with VPay’s unique payment preferencing which maximizes electronic payment adoption, led to an immediate increase in CCMSI customer satisfaction.

With VPay, CCMSI has converted 45% of their payments to electronic payments – providing substantial savings in both time and money.

Since the VPay implementation, CCMSI has been able to do more with less. The single system of record, availability of daily reconciliation reports and robust client portal have allowed CCMSI to continue to grow 4-8% per year without having to add additional resources. And the CCMSI team now has more time to focus on other projects, allowing them to keep up with the growing demands in their business.

Another benefit of the VPay partnership is the level of customer service that CCMSI receives from the VPay team in Account Management and the Customer Support Center. “This has been a partnership that continues to evolve. Despite competing priorities and fluctuating demands that naturally arise within any business, the VPay team consistently delivers for us, no matter what the need,” says Kluth.

VPay’s award winning Customer Support Center seamlessly addresses CCMSI payees’ needs via a dedicated toll-free number, answering payment questions and providing an extra level of support that the CCMSI team has found invaluable. And managing client needs is just one piece of the complex payment equation; VPay allows CCMSI to more easily manage its internal system and processes with ongoing account support, reports and data visibility through the portal that VPay provides as a standard part of its services.

To learn how VPay can streamline your payment process and reduce costs call **855-VPAY-USA** or visit **vpayusa.com**