



CUSTOMER STORY

Hot Springs Health Streamlines Invoice Processing for Faster Payments and Improved Transparency

Powered by MHC to automate invoices, payments, and reporting





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Hot Springs Health is a regional healthcare provider committed to high-quality care. To support its mission, the organization depends on efficient billing and accounts payable operations. To better serve patients and vendors, Hot Springs Health turned to MHC to modernize its financial processes.

The Challenge: Manual Processes Slowing Payments

Despite its strong focus on patient care, Hot Springs Health's accounts payable operations were held back by outdated systems and manual workflows. These inefficiencies created delays, limited visibility, and increased the risk of costly errors. Specific challenges included:

- **Slow processing:** A single invoice could take up to a week.
- **Limited visibility:** Staff lacked real-time insight into invoice and payment status.
- **Disorganized records:** Inefficient storage and retrieval complicated audits.
- **Delayed payments:** A lengthy ACH process slowed vendor transactions.

The Solution: Automating AP with MHC NorthStar

Hot Springs Health partnered with MHC to integrate NorthStar into their existing workflows. The implementation included:

- **Intelligent invoice capture** to eliminate manual data entry.
- **Automated routing and notifications**, enabling directors to approve invoices instantly.
- **A centralized dashboard** for real-time visibility into due dates, outstanding balances, and linked documents.



Industry:
Healthcare



Size:
Regional healthcare provider with 100+ employees



Location:
Hot Springs, Wyoming, USA



Solution:
MHC NorthStar AP Invoices
MHC NorthStar AP Payments



Primary Use Case:
Accounts payable automation



Document Types:
Invoices, payments, approvals, 1099 tax forms



Scale:
900,000+ annual outputs

- **ACH payment automation** to reduce dependency on paper checks.

MHC's team provided training and ongoing support, ensuring staff could quickly locate documents and optimize their workflows.

"Switching to the new system has made our process much more efficient with a significantly faster turnaround. Instead of waiting up to a week for paper invoices, directors now receive email notifications immediately."

[Natalya, CFO]

Key Benefits & Results

With MHC in place, Hot Springs Health realized significant gains in AP efficiency and transparency, including:

Faster Processing:

Average invoice cycle times dropped from one week to two or three days—a 50% improvement that continues to increase over time.

Improved Workflows:

Directors and stakeholders can route and approve documents instantly, removing bottlenecks and reducing errors.

Greater Visibility:

AP teams gain deeper insight into invoice status and payments through the solution's simplified dashboard.

Simplified Payments:

Automated ACH file creation and transmission cut reliance on physical checks.

More Adaptability:

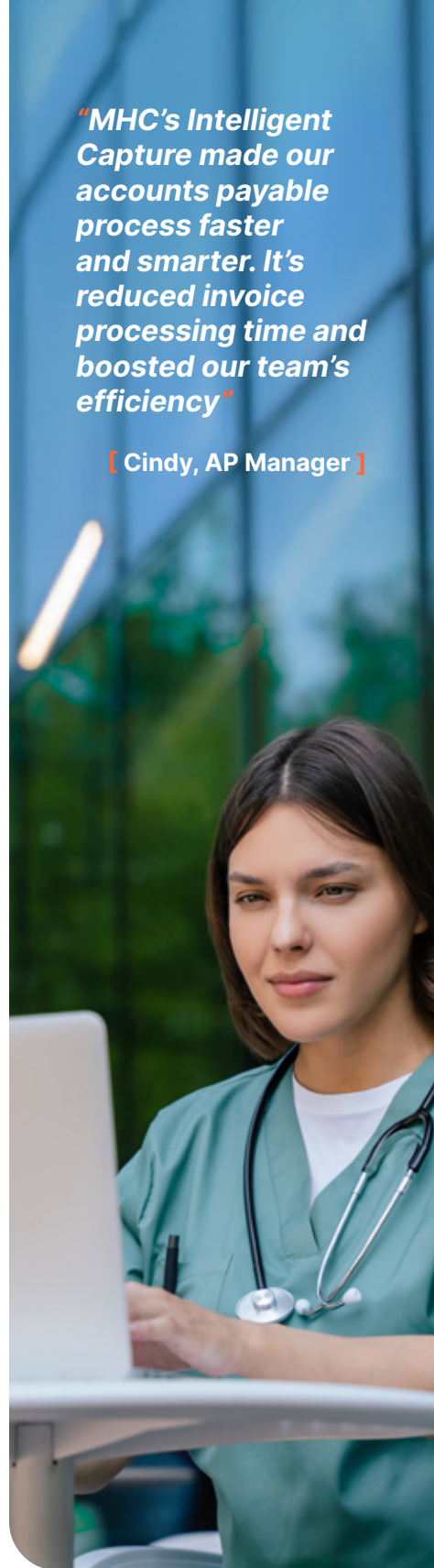
The solution's flexibility enables Hot Springs Health to expand automation into other areas, including upcoming 1099 tax processing.

"MHC's Intelligent Capture made our accounts payable process faster and smarter. It's reduced invoice processing time and boosted our team's efficiency"

[Cindy, AP Manager]

"MHC is an excellent choice. I love that I can easily click to see the invoice image linked to a payment without digging through documents. It saves me so much time tracking things down."

[Lanora, AP Processor]



Conclusion: **A Clear Upgrade in AP Efficiency**

MHC enabled Hot Springs Health to overcome manual bottlenecks and streamline its AP operations. The organization now benefits from faster processing, greater accuracy, and improved transparency across its financial workflows. The result is an AP function that is faster, more accurate, and future ready.



Modernize AP and Invoicing with Confidence

Ready to cut invoice processing times, simplify vendor payments, and gain greater visibility into your AP workflows?

Contact us today to schedule a personalized demo of MHC NorthStar.



www.mhcautomation.com