



Avalon Healthcare Transforms Its Cash Management Operations



Avalon Health Care Group is a diversified healthcare services provider that offers skilled nursing, therapy, senior living/assisted living, and other medical services through their owned, operated, or managed facilities. Located in the Western United States, they provide care to patients in Hawaii, California, Washington, Nevada, Utah, and Oregon.

Avalon employs over 7,000 employees who provide care to more than 6,850 patients/residents daily. Avalon has numerous real estate holdings to house their patients which adds significant cash complexities and liquidity requirements to their treasury and financial operations. Additionally, their nearly 7,000 patients and residents are cared for in distinct and numerous channels - directly in their physical facilities, across their 50 business subsidiaries, and amongst their external contractors – which presented substantial payment management and control requirements.

When Avalon began discussions to explore a new cash management solution, their frustration with their current TMS provider was at an all time high. Their incumbent provider simply could not and would not meet their specialized needs.

“As well as being straightforward to implement, the Bottomline Cash Management and Payments model makes it easy to customize the solution for your company’s specific needs – without the additional costs that traditional vendors often tag on. The healthcare sector is very complex, since there are so many moving parts with third-party payers, and Bottomline has been very responsive to our sector-driven needs.”

– Terry Nelson, Treasury and Accounting Services Manager, Avalon Health Care Group

With the goal to streamline processes, gain greater cash visibility, and improve payment and bank transaction reconciliation processes, Avalon needed a system and partner that would be able to provide best-practice functionality and still offer flexible, customized capabilities to meet their unique requirements. Only Bottomline was able to provide Avalon with all the required features.



PROJECT HIGHLIGHTS



Avalon implemented and was live on the Cash Management and Payments solution in just 10 weeks



Custom development of automated Positive Pay functions; eliminating human intervention by 100%



Controlled payment approval workflows have reduced duplicate ACH payment execution by 100%



Forecasted reduction of bank transaction fees of \$100K p.a.

AWARD RECOGNITION



Avalon Healthcare and Bottomline were awarded the 2019 Best Treasury Management Solution by TMI Magazine

“We’re very happy with our choice to implement Bottomline’s Cash Management and Payments solution. The company has responded excellently to our complex and specific needs.”

–Terry Nelson, Treasury and Accounting Services Manager, Avalon Health Care Group



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