



Managing T&E Healthcare Tipsheet

# **Taking the Pain Out of Travel and Expense Management**

## Five Top Tips for Managing Healthcare Spend



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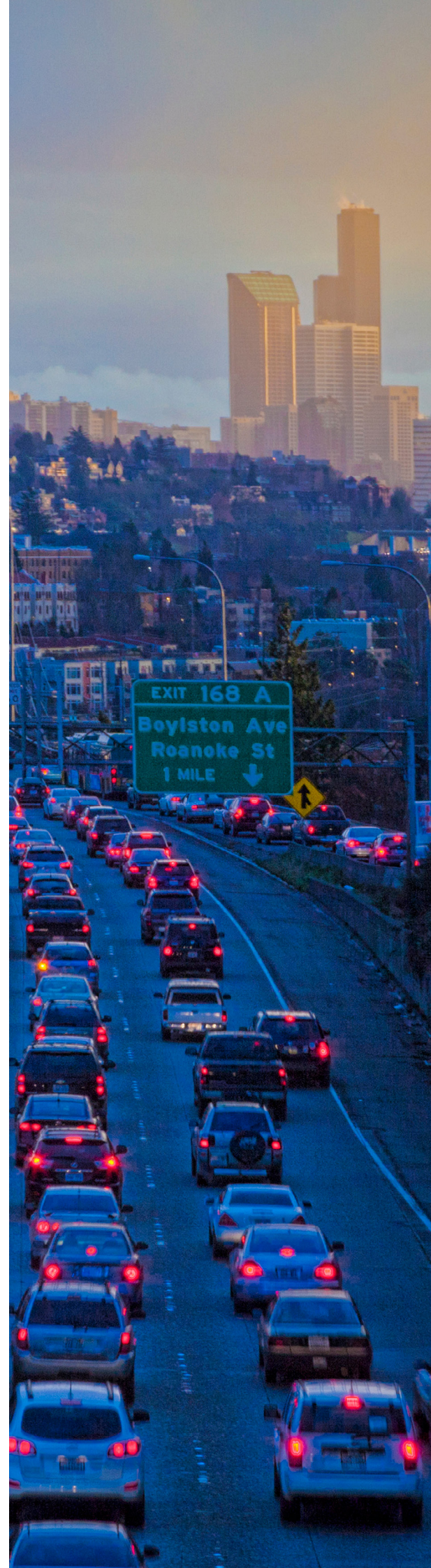
Regardless of your healthcare organization's type – acute care, non-acute care, or payer/insurance carrier – tracking travel and expense (T&E) is critical, yet not always easy within healthcare culture. Commonly, departments waste significant time and resources tracking T&E through paper-heavy, manual processes, often leading to a lack of visibility into the data needed to make strategic decisions. This tip sheet offers guidance on how automation can help streamline this process and create efficiencies when it comes to managing spend.

## 1. ELIMINATE PAPER (AND THE CHASE)

Processing T&E can be a paper-intensive process that's not always easy to handle. Whether it's to staple, copy, audit, scan, or handle inter-department mail (and that's just the beginning), there's also hounding your travelers returning from CME training or conferences for crumpled paper receipts. Bottom line: paper records are naturally inefficient and prone to mistakes and inaccuracies. The good news? Automation eliminates paper – not just some, but all. By automating T&E, HCP spend data is captured directly into an automated system using imaged receipts which are matched to associated transactions. Reports are then routed automatically for approvals and reimbursements, all while making the data easily accessible.

## 2. DECREASE REIMBURSEMENT TIMES

If you could easily eliminate the calls and emails asking, “Where's my money?” – wouldn't you? Automation helps significantly decrease reimbursement times, for both your HCP and staff, by eliminating the need to manually re-key items, reducing additional human intervention in the process. Some hospitals have seen **reductions of 50 percent** or more to their reimbursement times. This is a win-win across the board – travelers are happier, administrators are happier, finance is happier, and employees can go back to focusing on patient-driven initiatives.







### 3. GAIN VISIBILITY INTO ACTIONABLE DATA

How much did we spend on T&E last month? Last year? On this vendor? From this department? Getting this information in one location is difficult enough. But when you have data in various locations due to M&A, finding answers gets even harder. And if thinking about these questions increases your anxiety levels, then automation is your calm blue ocean. By automating across your organization, these types of questions can be answered in the manner of minutes, not days or months. And, of course, the automated data is also accurate – allowing your teams to make data-driven decisions and determine where to optimize costs.

### 4. INCREASE ADOPTION & COMPLIANCE WITH USER-FRIENDLY TOOLS

"Change" is often a difficult or downright terrifying word in healthcare. Fear not. T&E automation is actually embraced by end-users, including travel arrangers and expense delegates. And change can be as easy as leveraging tools your employees already use. In the area of personal car mileage, where healthcare organizations spend **5X the amount of a similar sized organization**, mobile devices improve the accuracy of mileage reporting through hands-off, automated tracking, so organizations only pay for actual distance driven. Easy to use means happy users, and happy users make change management a breeze.

### 5. REDUCE RISK

Employees who misuse the T&E process for personal gain or result in accidental regulatory noncompliance is an unfortunate reality. But without a best-in-class automated solution and process, you are banking on the hope that all of your users will do "the right thing." With automation, you no longer just hope. You have the checks, balances, and data to fully understand the decisions your physicians and staff are making on behalf of the organization.



**62%** more employees following organization's travel and expense policy.

IDC, 2018

## ABOUT SAP CONCUR

SAP Concur is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur eliminates yesterday's tedious tasks, makes today's work easier, and helps businesses run at their best every day.

Learn more at [concur.com](https://concur.com) or the [SAP Concur blog](#).

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