

**CASE STUDY****HCR ManorCare** 

## Managing P-Cards with DATABASICS Expense Reporting

HCR ManorCare is a leading provider of short-term post-acute and long-term care, rehabilitation, memory care, hospice and home health care. The HCR ManorCare family includes nearly 55,000 employees, more than 275 Medicare- and Medicaid-certified skilled nursing and rehabilitation centers, more than 50 memory care communities, and hospice and home health care locations in more than 100 markets across the USA.

### Background & Challenges:

- ➔ No prior P-Card program experience and the need to establish brand new processes and procedures to meet the organization's business requirements.
- ➔ Highly dispersed potential user community
- ➔ Complex coding requirement with a need for self-service access to a chart of accounts.

### Solution & Benefits:

DATABASICS Expense has been in service at HCR ManorCare since 2012. The p-card application clearly differed in important ways from expense reporting. However, upon analysis, it was determined that the DATABASICS product could be configured to meet the p-card requirement.

Among configuration highlights of DATABASICS Expense were the following: A separate report type was created for p-cards that essentially "walled off" p-card processing from expense reporting. To categorize purchases, the applicable Chart of Accounts codes were mapped to the p-card report types.

Additionally, associated codes like Department and Activity were restricted to valid combinations with respect to account selection. A specific user group was granted access to audit p-card reports. To post transactions, a new upload was configured with provision for "unapplied transactions" a feature required for posting of accruals. Finally, with respect to reporting, travel expense data and p-card data were effectively segregated.

The new p-card ecosystem system "inherited" the single sign-on capability of the expense reporting implementation, an ease-of-use feature that was immediately appreciated by HCR ManorCare purchasers and users. Other benefits were reduced invoice processing costs from the former Invoice processing system, better vendor relations, and greater visibility into spend for managers.

Based upon the implementation experience, HCR ManorCare recommended early involvement of internal IT, using a pilot to iron-out training, process and configuration issues, and use of on-line/video training to reach users when and where they require assistance.