

Company Profile: Data Processing

Industry: Healthcare

Locations: 122+



Change Healthcare Operations LLC Case Study

Overview



When Postal Advocate Inc. started working with Change Healthcare Operations LLC, there was no standardized reporting and visibility. They have been our client since 2019 with a portfolio of several meters. Some of the key challenges included coordinating open vendor items, such as handling billing issues, equipment returns, and new installations. Rightsizing the current mail fleet including coordinating changes with the field locations was also an area of difficulty. Providing vendor billing support, which involves reviewing monthly invoices to ensure accuracy and chargeback detail is a service that Postal Advocate is providing for Change Healthcare Operations.

Approach

The first step was to clean up the billing to eliminate thousands in fees. Next, we needed to make sure that all invoices were current to avoid future fees. Finally, it was crucial to develop a review and payment strategy to make sure this did not occur in the future. We acted as subject matter experts for Change Healthcare Operations on all postal related issues.

“I have worked with Doris Tam and Adam Lewenberg. They are amazing. They deliver on their promises and are always willing to go above and beyond to help the vendor to make sure things are right and that the vendor is completely satisfied.”

- Donna Mann (Buyer)

Results that Speak Volumes



Completed **139**
transactions.



Drove over **\$1**
Million in savings.



Reduced their equipment
costs by **60%**.

In the end, Postal Advocate developed standardized reporting and visibility. We worked directly with the mailing vendors to link all locations to master invoices. Postal Advocate does much of the day-to-day management of the mailing spends for Change Healthcare Operations. We consolidated equipment and services at various facilities when beneficial, which lowered costs. By rightsizing the postage machine fleet the business units have exactly what is needed to perform their work efficiently.

Conclusion

Since we started the program, we have helped drive over \$1 million in savings with a **92%** gross savings through over 100 renewals/terminations, vendor credits, and fees. Additional benefits include right sizing their facilities as needed, saving the company money quarterly, and customer service beyond expectations.