

DSSW

Using advanced analytics to prevent losses, tighten controls and ensure regulatory compliance

Company
Disability Services of the Southwest
(DSSW)

Headquarters
San Antonio, Texas

Industry
Healthcare

Solution
Arbutus Analytics for Audit

Key Benefits

- **Rapid ROI – ensuring compliance and avoiding costly fines**
- **Improved productivity by running reports in half the time**
- **Uncovered breaches and tightened internal controls**
- **Automated previously manual processes**
- **Improved business processes and contributed to business growth**

“I use Arbutus almost every day, and I can honestly say that Arbutus has changed the way we do business.”

*Irma Torres, Corporate Billing Manager,
Disability Services of the Southwest (DSSW)*

For this health care provider, using Arbutus to automate manual testing and reporting processes saved the audit group weeks of time each quarter and uncovered costly billing errors each month.

Founded in 1991, Disability Services of the Southwest (DSSW) is one of the largest providers of support services and private pay care to people with disabilities and the elderly in the State of Texas. DSSW's programs are designed to assist persons with disabilities in achieving the greatest degree of independence possible within their community. With 12 offices throughout Texas, DSSW works with thousands of private and public health care providers, and serves tens of thousands of clients across the state.

Challenge

For DSSW, working with thousands of patients, vendors and employees to provide life sustaining and life improving care translates into large and diverse data records that must be reconciled for payroll and billing each quarter by the audit team. Patients' eligibility requirements, and care provider's certification requirements must be validated on an on-going basis to remain in compliance with the federal and state health insurance laws, adding to the already time-consuming testing and reporting process.

Prior to using Arbutus, the testing and reporting tools were inefficient and not providing DSSW's audit team with an efficient way to uncover potential errors or a breakdown in processes and compliance. In the past, the organization was often fined for breaches in the compliance. According to Tim Ballew, Director of Internal Audit for DSSW, the automated reporting process that is now in place was not possible prior to using Arbutus. “It was formerly done manually or not done at all. “

Solution

After evaluating competing solutions, DSSW implemented Arbutus Analytics – Team Edition to solve its data analysis and reporting issues because of its strong analytics and automation capabilities. It is now able to easily and quickly analyze 100% of the transactions for reporting and billing, and automate previously manual processes for greater time savings.

“Arbutus was great to work with in helping us get our tests and reports up and going.” Says Erin Baker DSSW consultant.

DSSW has been able to take advantage of Arbutus's simple to use sharing and collaboration features. Team members can share their work using shared folders, and then distribute the results of their reports throughout the organization to key stakeholders.

"Arbutus now supports a number of key reports which are important to the organization that ensure compliance with new and existing health insurance rules and regulations" says Ballew. In addition, with automated testing to support internal processes for operations and quality control, the audit team is now much better able to uncover billing and internal control issues.

Results

Switching to Arbutus has given DSSW rapid return on investment. Whether it's missing revenue caused by unpaid fees, or problems with billing or payroll reconciliation, running Arbutus has helped the audit team at DSSW to find significant recoverable dollars every month.

According to Irma Torres, Corporate Billing Manager for DSSW, one report alone looking for missing claim information is responsible for large cost saving. "This report captures a lot of unbilled money: Thousands of dollars each month. This reports is a huge is huge cost and time saver."

But aside from the cost savings directly attributable to the software, Arbutus improves productivity measurably, saving time and effort: "Prior to Arbutus, we would spend two weeks every month performing very manual, eligibility reporting. Now I can perform this same work with Arbutus in half the time", freeing up staff to complete other work and tackle bigger picture problems.

Using Arbutus to detect breaches in internal controls allows DSSW to remain in compliance with government regulations and to grow as a business. According to Irma, "Our business would not have been able to grow like it has without Arbutus."

Contact Arbutus to request your free 30-day evaluation of Arbutus Analyzer.

"Arbutus frees up my time and I'm able to do a lot of extra things I wasn't previously able to do."

*Irma Torres, Corporate Billing Manager,
Disability Services of the Southwest (DSSW)*

Based on 25 years of innovation excellence, Arbutus delivers the very best in purpose-built audit analytics technology to meet the exacting demands of today's business environment. Auditors, business analysts, and fraud investigators rely on Arbutus to enhance their testing, analysis and compliance capabilities.

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