



# Case Study

TITLE	Taking Care of Those Who Take Care of Us: The Power of the Communications Audit Within the Healthcare Industry
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EXECUTIVE SUMMARY	Within the healthcare industry, the term “audit” often refers to a compliance issue. While in other industries, the term “audit” can conjure up images of CPA’s or even IRS agents, healthcare providers are far more focused on frameworks such as <a href="#">HIPPA</a> or <a href="#">HITECH</a> . Because of this compliance focus, the conducting of a communications audit is something can oftentimes be seen as less strategic, or less



	<p>pressing. While there are no federally induced fines for not conducting a communications audit, there are deep savings for those healthcare organizations willing to bring in a third party team to audit and assess the overall communications environment.</p>
DATE	07/01/24

PROJECT MANAGER	Kevin Wall
CLIENT DESCRIPTION	A major hospital system comprised of 25 hospitals, 73 urgent centers, 25 quick care locations and 1,875 physician practices that is in a substantial growth and acquisition mode.
PROPOSED SOLUTION	Telecom Audit and Management – engage in an initiative to find savings in all aspects of telecommunications services and billing including Wireline, Wireless, Data, Long Distance, Internet, and Conferencing.



<p>VALUE PROPOSITION</p>	<p>Become a strategic partner for everything telecom related; recover significant revenue because of past billing overcharges and explore opportunities to reduce overall telecom cost.</p>
<p>NATURE OF WORK PERFORMED</p>	<ul style="list-style-type: none"><li>• Extensively researched each telecom vendor, account, and billing.</li><li>• Reviewed multiple carriers and hundreds of invoices.</li><li>• Assessed where credit and refund opportunities existed and served as a liaison between the client and telecom carriers.</li><li>• Submitted all claims requests for credit/refunds and negotiated accordingly.</li><li>• Reviewed all services for discontinuation / disconnects and regraded / upgraded to new technology and lower prices.</li><li>• Worked with client Accounts Payable Department to improve billing and payment practices while reducing the total number of invoices paid monthly and late fees.</li><li>• Tracked and monitored the success of the audit.</li></ul>



## RESULTS

- 23% reduction in costs sustained for over 8 years.
- \$5.3 Million in USAC credits.
- \$725,000 in billing error credits.
- Wireless services RFP for three carriers yielding \$873,000 - \$1,800,000
- \$1,650,000 savings on wireless over 3 years
- \$250,000 signing bonus with wireless carrier
- \$1,000,000 in a credit budget for signal boosting equipment and tower construction.
- \$20,000 monthly savings on conferencing.
- \$85,000 monthly savings in regard to new technology.
- \$37,000 monthly savings on invoice.



CONCLUSION	While every industry is different, Bell & Watson's strategic approach has proven to be a well-suited solution for healthcare systems committed to getting the most for their communications dollar. As communications technology continues to evolve, so will our auditing approaches, what will not change is our commitment to identifying and recovering every dollar that has been erroneously billed to our clients.
DISCLAIMER	No client engagement is ever the same. However, our experience with clients across diverse industries has yielded similar results to the ones mentioned here. Some factors that can affect outcomes: number of client locations, merger and acquisition activity, turnover within IT and AP departments, and executive level commitment to the savings initiative.

