

## CASE STUDY

## Rebates

*“Vendor Rebate Management”*

**Region:** Southwest

**HQ:** Texas

**Employees:** 28,298

**Beds:** 4,777

**Patient Revenue:** \$7.1 Billion

**EHR:** Epic / Meditech

**ERP:** Oracle

**GPO:** Vizient

*“Our merger opened the door  
for millions of lost money.  
SpendMend quickly found it and  
slammed that door shut”*

-Accounts Payable Manager

### Problem

SpendMend was contracted to conduct a Recovery Audit for a large Health System in the southwestern U.S. The System included hundreds of hospitals and was in the midst of consolidating a multitude of purchasing agreements. This effort included tracking the corresponding vendor allowances and rebates.

### Solution

SpendMend’s process includes Discovery interviews with hospital staff in key roles of the procure to pay cycle in order to gain knowledge concerning internal processes. During our interview with the finance/rebate analyst, SpendMend obtained a listing of all vendor rebate programs tracked by the Health System. Using our robust data mining techniques and deep vendor knowledge, we were able to review contracts for high volume vendors who typically offer lucrative rebates not tracked in the process followed by the Health System.

### Result

SpendMend was able to uncover a six-figure vendor rebate which had not been recognized by the Health System nor issued by the vendor. SpendMend worked with the vendor to secure the credit memo while also communicating the gap to the Health System in order to improve the efficiency and effectiveness of the overall process.