

CASE STUDY

# Millennium Physicians streamlines AP while protecting patient data with Bill.com and Sage Intacct



Millennium Physicians

## Customer

Millennium Physicians is a diverse group practice of over 60 providers in the Greater Houston area.

## # of Employees

530

## Industry

Healthcare

## Bill.com customer since

2021

## CHALLENGES

Millennium Physicians is a multi-specialty medical group that includes 39 medical offices across the Greater Houston area. A blanket approach to AP didn't offer enough financial insight across all its offices. They needed greater visibility into each individual practice but, at the same time, they needed the ability to consolidate all these independent practices into one set of financials.

And the AP process was too manual and labor intensive for the team to manage. Even with two full-time accountants devoting 100% of their time to AP processing, they were still struggling to keep up. Plus approvals were also proving tough to manage. They were experiencing too many overpayments and erroneously paid bills due to a complex approval process.

## SOLUTIONS

The first big project that Millennium Physicians tackled was moving to a more robust, cloud-based financial system: Sage Intacct. This new system gave deeper visibility into each of the practices' income, assets, and even leases, which helped to create a comprehensive view that could guide their overall strategy.

“Managing AP was a very tedious process and a poor use of our highly-skilled staff's time.”

— Christopher Hopeck, CFO, Millennium Physicians

After implementing [Sage Intacct](#), Millennium Physicians further streamlined their financial systems with Bill.com. Bill.com AP automation synced with Sage Intacct to save time, increase efficiency, and provide more control and visibility over financials.



“Since automating AP with Bill.com, we’ve been able to repurpose one full-time accounting employee to focus on more impactful strategic work like diving into financial performance and cash flow.”

– Christopher Hopeck, CFO, Millennium Physicians

## RESULTS

With Bill.com AP automation, Hopeck has been able to completely reassign one full-time employee to handle higher level financial concerns instead of tedious manual AP.

The 60 individual providers of Millennium Physicians are big fans of how they save time—and can reduce errors—with a streamlined approval process: they just swipe through to approve bills with the Bill.com mobile app. With a customized approval workflow, doctors can more easily manage approvals and payment errors are minimized.

In addition to helping Millennium Physicians easily keep track of 33 financially independent practices, Bill.com also helps them to protect patient data and maintain HIPAA compliance. With Sage Intacct and Bill.com, patient data can pass between the two systems while maintaining data security. Millennium Physicians can be confident that they are maintaining data security and protecting patient data.

For more information about [Bill.com](https://www.bill.com), contact your technology consultant.