

## Health Plan Case Study

# True Partnership with Kern Health Systems

*"We have been extremely pleased with the payment automation services delivered by Payspan. By outsourcing our healthcare payments, we were able to reduce staffing and realize economies of scale in our mailroom. We appreciate the true partnership relationship we have developed with Payspan over the years."*



**Alan Avery**  
COO, Kern Health Systems

Since Kern Health Systems decided to outsource their provider payments to Payspan, they have been very happy with Payspan's provider payment services. When Kern and Payspan came together in 2015, Payspan was able to offer some unique features that reduced Kern's workload and administrative costs while facilitating provider adoption of electronic payments. By partnering with Payspan, Kern was able to:



Access Payspan's provider/payer portal that instantly connected Kern to millions of provider payees



Manage and track payments relying on daily payment registers generated each night



Reduce manual labor by only having to send one file of raw data to Payspan per payment



Better control payment flow by having the ability to choose when to release or hold payments



Convert more providers by enabling them to download 835s from the Payspan provider portal



Drive provider adoption of payments with telephonic and email outreach campaigns

Since implementation in 2016, Payspan has helped Kern achieve more than a 99% adoption rate in 2016, 2017 and 2018 YTD. Kern has increased the number of providers registered to receive payments from 965 in 2015 to more than 4,800 currently.

**Click here to learn more about  
Payspan's Core Payment Network**

