

THE EMPLOYEE SERVICES NEWS

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Processing Pharmacy Bills in a Snap!

1 Introduction

On a yearly basis, the Employee Services team in Strategic HR (SHR) processes close to 3,500 staff pharmacy bills. The process is laborious, time consuming and error prone as it requires HR staff to manually enter each transaction into the Human Resource Information System (HRIS) in order to deduct employees' co-payment or excess utilisation of medical benefit from employee's salary.

With the aim to streamline processing and improve staff productivity, the Employee Services team explored the feasibility of mass uploading billing transactions from the corporate billing reports provided by service providers into the HRIS.

2 Methodology

From the fish bone diagram (Figure 2.1), the team has identified 3 key factors contributing to the slow processing time of pharmacy bills.

• Time Consuming

High volume of transactional bills requires manual verification and entry of claims information into HRIS. Hence, substantial time and resources were required to process these claims.

• Human Error

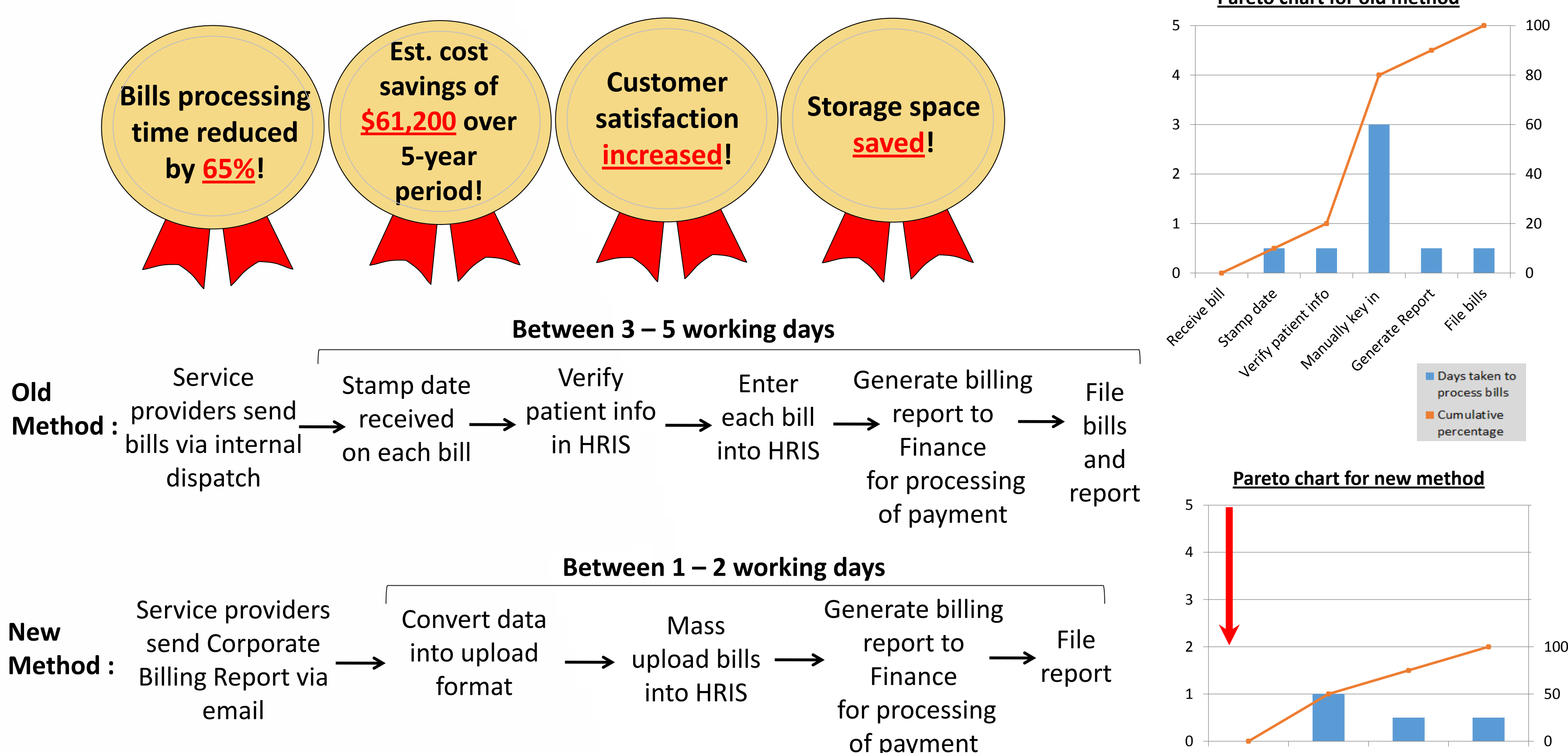
Hardcopy bill reflects numerous details. Thus, greater concentration and effort is required from the HR staff to analyse and process bills.

• Business Offices and HR office are scattered

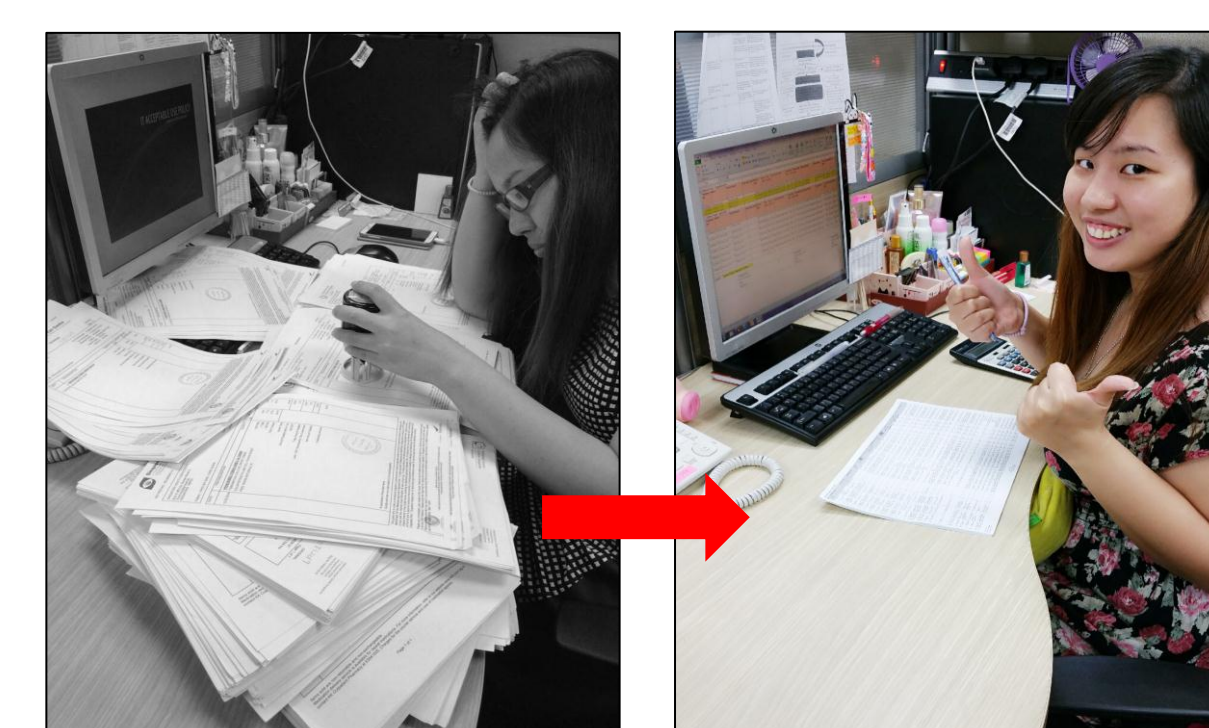
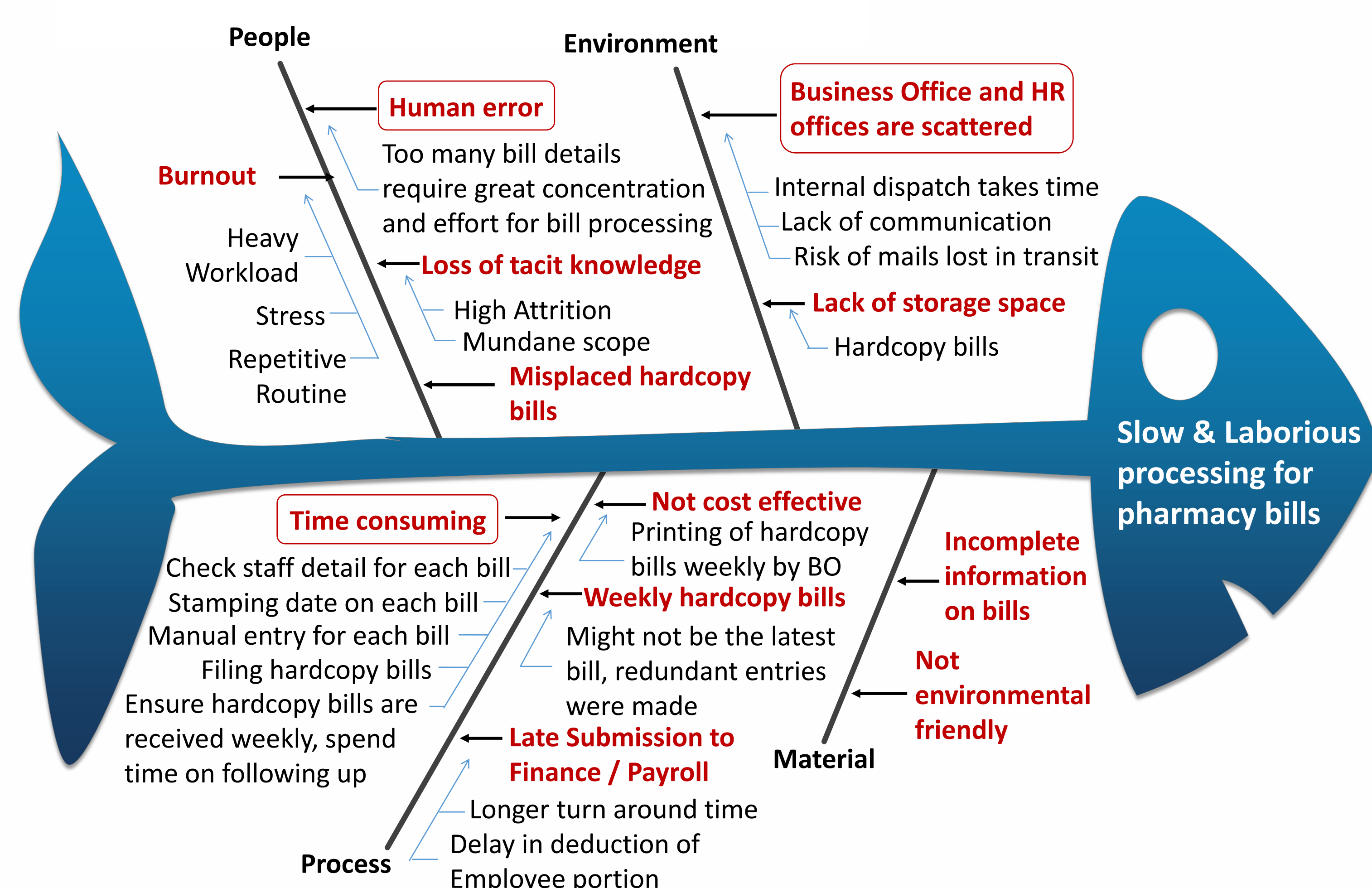
Internal dispatch takes approximately 2 days to deliver hardcopy bills. There is a higher risk of bills lost in transit. Hence, payment and deductions will be delayed.

3 Results

Instead of manually entering the bills into HRIS, the mass uploading function was adopted to enhance staff productivity and significantly reduce processing time for efficiency and accurate salary deduction.



2.1 Fish Bone Diagram



4 Feedbacks

~ "The new workflow benefitted, and makes our job less time consuming. Warmest thanks for all your hard work!"

-Yushidah Binte Yusoh, SGH Business Office

~ "Expenses are recorded more timely, reduce number of interco reconciliation line items & cycle time. As billings are processed more timely, payment to institutions are more timely."

-Teo Lay Eng, Group Finance (Finance Operations)

~ "We do not need to schedule to print hard copies anymore. Saving of time, paper & manpower as staff do not need to sort the bills and send. Hence, staff can be channeled to do more productive work. Timely update of payment."

-Balvinder Kaur, KKH Business Office

5 Conclusion

There is a significant reduction in time and costs with the implementation of the mass uploading of pharmacy bills. The time and cost savings allow HR staff to focus on other important tasks as well as take on additional roles. Furthermore, it also increases our customers' satisfaction as bills are processed in a more efficient and accurate manner.