

Medical Insurance Provider Streamlines Post-COVID Operations



Industry: Insurance
Location: Oakland, CA
Employees: 67
Invoices: 250/month
ERP: Sapiens International Corporation

"We started looking for a software that could help us with our AP workflow and to once again be able to see the invoices and have transparency over approvals, and that's why we chose Yooz."

Marina Francisco, Controller for MIEC

⊗ Previous Pain Points

Easy to manage software

Time-consuming invoice processing

Limited visibility and tracking

✓ The Yooz Solution

User-friendly and customizable interface.

Unlimited customizable workflows with tailored approval levels.

Centralized, cloud-based data storage with 24/7 remote access.

Medical Insurance Exchange of California (MIEC), founded in 1975, is the first truly physician-owned medical professional liability insurer in the West.

Dedicated to defending the practice of safe medicine, they provide secure malpractice insurance to physicians and other healthcare professionals during a crisis. They now insure over 7,400 providers across 4 states.

MIEC is headquartered in Oakland, CA, with regional offices in Idaho, Alaska, and Hawaii.

⊗ The Challenge

The COVID-19 pandemic had a near immediate effect on MIEC business operations. Employees suddenly went fully remote and the existing invoice process – a manual workflow combined with an Enterprise Resource Planning (ERP) system – was causing many inefficiencies. Even with the Accounts Payable staff coming to the office at least twice a week to process and cut checks, it was clear that a different and sustainable workflow solution was needed.

"We started looking for a software that could help us with our AP workflow and to once again be able to see the invoices and have transparency over approvals," stated Marina Francisco, Controller for MIEC.

"We liked the AI technology." She also stated, "Yooz was definitely a platform that excited us just because of the sheer automation – especially during the pandemic – and the ease of use."

Marina Francisco, Controller

✓ The Solution

MIEC knew what they wanted to achieve: a solution to provide process efficiency with three things in particular: ease-of-use, transparency, and cloud-based technology. They wanted a provider that offered more transparent workflows (complete through approvals) and the ability to view any invoices on the portal. The vendor that they chose was Yooz.

When asked what made Yooz stand out Francisco stated, *"We liked the AI technology."* She also stated, *"Yooz was definitely a platform that excited us just because of the sheer automation - especially during the pandemic – and the ease of use."* And the organization definitely benefited from AP automation. They were able to smoothly transition to an ongoing hybrid work environment yet, thanks to the cloud, still maintain complete transparency over the entire process.

Rather than spend time on data entry and other routine tasks, the staff now focuses on downloading information and reviewing trends and analytics. Indeed, MIEC found an unexpected additional benefit through their AP automation: recruitment. Candidates were excited to hear the story of the AP automation transformation and have the possibility of using the new system.

The organization continues to make things more efficient and enhance their technology, implementing additional systems and making other technological changes.

"Now it's easy for the AP team to just view fields and check them for accuracy instead of typing, or potentially mistyping, and having to correct the mistakes. So, we've seen a lot of time improvements. As a result, they've been able to focus more on analysis."

Marina Francisco, Controller

The Impact

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