

eBillingHub

Cipriani & Werner, P.C.



Creating Transparency with Centralized E-billing Tracking Capabilities

Established in Pittsburgh in 1985 as an insurance specialist law firm, [Cipriani & Werner, P.C.](#) has grown significantly over the past four decades to become a multi-disciplinary firm with 200 lawyers and 20 offices in 10 states across the eastern United States. Today, it still has a large insurance practice, and over half of those clients require invoices to be submitted electronically. Cipriani & Werner, P.C. relies on [eBillingHub®](#), the market-leading automated electronic billing solution from Elite, to handle more than 2,800 e-bills each month, streamlining the process, creating vital transparency over invoice status, and accelerating payments.

When Brianna Schmitt, Billing Manager at Cipriani & Werner, P.C., started using eBillingHub back in 2015 when the firm implemented it, the first thing that struck her was its centralized, real-time tracking capabilities. This remains the most critical aspect of eBillingHub for her and her 10-strong billing team today.

Rapid Response to Rejections

"The tracking functionality was the main thing that I was most excited for with eBillingHub. Being able to go into one spot to see all the rejected invoices, or invoices that had issues, and work through them there is very beneficial for our firm and for the individual billers to make sure nothing was getting missed," Schmitt says. "And from a management point of view, being able to go to eBillingHub and see all our e-bills for the whole firm is really helpful."

Enhanced tracking means the billing team can resolve invoice rejections much faster than they could before, minimizing payment delays. Being able to see invoice status and what the issues are directly on eBillingHub means that it's easier to follow up with the relevant people if necessary, and problems can be fixed directly in the platform. "Now everything is available to us in one place; we are able to resolve rejections quicker," says Schmitt.

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Billing Manager

Invoice submissions are also easier. eBillingHub automatically extracts the necessary billing information seamlessly from ProLaw®, the firm's practice and financial management solution (also from Elite), inputting it right into the correct line on the LEDES files. "It pulls the information from ProLaw perfectly," says Schmitt.

Previously, submitting invoices, tracking them, and fixing any issues was a time-consuming manual process. Bills had to be uploaded onto multiple e-billing sites for different clients, and then the billing team used large and complicated spreadsheets to track them. They would have to go to each individual e-billing site their clients used to see the status and if there were any issues preventing payment.

Ashley Schwabenbauer, Corporate Project & Revenue Cycle Manager at Cipriani & Werner, P.C., says, "By using eBillingHub, we can submit thousands of invoices within a few days. If we had to manually manipulate LEDES files, upload each online one at a time while attaching receipts, and track the status of each invoice, we would have to hire a dedicated e-billing team just for that. The use of eBillingHub saves our company from having to hire an additional two to three employees, easily."

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Ashley Schwabenbauer
Corporate Project & Revenue Cycle Manager

"With the volume at which we can upload invoices, we are paid at least two weeks earlier than we would be had we manually uploaded all invoices. The guideline violation alerts notify us to issues before submission which cuts down on time correcting errors. The product also makes collections easier as we can simply search an invoice number to ensure successful submission without having to pull up each website and navigate to the invoice number search."

A Versatile Solution

According to Schmitt, being able to customize the tracking page is very beneficial to make it easier for the team to see what they need. In addition, the filtering functionality means searching for specific bills takes no time by allowing billers to sort bills by billing website, client, or the team member who submitted it. This means that not only can billers easily locate their own bills, but they can also find and work on any others, for instance if a colleague is away. They can then update the status and add notes. The up-to-date information is displayed on a dashboard, so that the whole team can see what they need to pick up and rectify—which is especially important toward month end.

"We're all connected through eBillingHub, so it doesn't matter who submitted an invoice: it will show up for everyone," explains Schmitt. "When it gets closer to the end of the month, if we still have 300 rejected invoices, we know we've got to get on those. So eBillingHub is a good tool for our team to be able to see where the issues are."

All Cipriani & Werner, P.C.'s e-billing clients are mapped to specific e-billing vendors so that bills automatically go to the correct e-billing site. However, another compelling plus point about eBillingHub is that it is possible to override the normal setup and

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In addition to its core practice of insurance defense litigation, the firm also advises on areas, including business and corporate transactions, real estate, banking and finance, medical malpractice, cyber security, and family law.

BUSINESS CHALLENGES

Previously, the process of submitting and tracking e-bills was time-consuming, prone to error, and unwieldy, requiring bills to be uploaded manually onto different e-billing sites for different clients. Invoice status was also tracked manually via complicated, inconsistent spreadsheets.

WHY eBILLINGHUB?

eBillingHub allows each client to be mapped to the correct e-billing site so that invoices are submitted with ease. Status can be tracked centrally on the eBillingHub platform so rejections can be rectified faster. Its override capabilities and multi-payor functionality are also important features.

BENEFITS

- User-friendly platform
- Streamlines invoice submissions
- Pulls information seamlessly from the ProLaw practice management system
- Creates status visibility with customizable tracking pages
- Offers multi-payor functionality
- Regular updates continuously enhance functionality

map a particular matter to a different site if required, without having to create a new client ID or reconfigure their systems. This matters because these “anomalies” are, in fact, a reasonably regular occurrence.

“We might think that there are not a lot of those, but if I go into eBillingHub and see how many have one-off overrides we submitted to different sites, it’s actually quite a large list,” says Schmitt. “So, it’s really nice being able to do that. And again, eBillingHub tracks that appropriately. Everything comes back to tracking for me!”

Schmitt likes the regular product updates which bring in new features and functionality all the time, pointing out, “There’s always something that’s a nice feature to have, and then I’ll make sure my team understands how to use it. For example, recently, there was an update to the tracking page that lets you group items by vendor, by client ID, etc. That’s been really nice, because now instead of just looking at all the rejected invoices, we can group them together.”

“So, if I’m training someone and they only know one e-billing website, they can quickly get on the eBillingHub tracking page and filter it by that specific site, and then they can address those bills easily without having to go through hundreds of other invoices.”

eBillingHub is user-friendly, so billing team members can easily make sense of the process involved and can use it with no problems with a little training. Plus, the benefits of eBillingHub are appreciated beyond the billing team. For instance, Cipriani & Werner, P.C.’s billing management team also likes the fact that the firm is empowered to keep track of all electronically submitted invoices, and they can be provided with up-to-date status on all the firm’s e-bills thanks to eBillingHub.

“Is it worth it? I think it is because we’ve had eBillingHub for so many years now, and that’s why we keep it. I think it’s a great product,” Schmitt concludes.

Facilitating Multi-payor Functionality

eBillingHub offers even more versatility in the form of multi-payor functionality. One of Cipriani & Werner, P.C.’s major clients requires all its invoices to be submitted to two different e-billing websites at the same time. In eBillingHub, the billing team can upload the bill once, and it will automatically be sent through to both sites. What’s more, each submission can be viewed and tracked individually.

Schmitt explains, “With eBillingHub’s multi-payor capabilities, we can have it set up so all these matters get submitted to the two sites at once. So now we

just have to go into eBillingHub and enter the invoice number once, and it will automatically pull the specific mapping for each site and send it through twice to two different sites. And then on our tracking page, we can see each submission separately to see if, for example, a bill got rejected on one site but the other one went through successfully.”

“Being able to do that has been very helpful, because if we did not have that capability, we would have to save all the LEDES files separately and manually submit them to each site and then follow up on the tracking to make sure they weren’t rejected.”

To learn more, contact your account representative or visit www.elite.com.