

Invoice Validation at Bromley Business Support Unit

Case Study

NHS Bromley has used the Sollis Clarity.AIV (Automated Invoice Validation) tool for claims management since April 2010. We are typically running £800,000 to £1m worth of challenges per month on a £140m contract, primarily with one provider.

Clarity.AIV has proved invaluable and has saved a significant amount of time as well as helping to simplify the monthly validation process. We are now able to easily see the challenges that we can effect and as part of the process we can easily de-emphasise the small value challenges and focus on the higher-value challenges.

As well as including a pack of some 80 standard challenges designed by Sollis, we have been able to work with them to incorporate our contractual KPIs (key performance indicators) and performance metrics for our main contract. Sollis was particularly helpful and went the extra mile to ensure that the additional challenges run in line with our requirements. The level of support we received was beyond excellent.

Our main provider is very happy with the new system as the majority of our challenges are now in a common format and are easy to understand. Not only are we able to easily check that a single piece of activity is only challenged once in terms of financial claims, but we can show the same activity under a number of challenges should we wish to do so.

We have suggested to Sollis some ways that we believe the current system could be improved, and Sollis has been very proactive in including these in the next scheduled release.

Overall the Clarity.AIV system has been readily accepted in a very short timescale and has already reduced our cycle challenge time from five to three days with the potential to bring this down to less than a day.

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