

Success Story

Redefining accounting with strategic financial insight



Tri-County Mental Health Services



The challenge

With funding coming in from a county mental health levy, state funding, Medicaid, other insurers, and grants, Tri-County Mental Health Services' back office is required to manage highly complex financial processes. However, for the past fifteen years, they were hindered by an on premises accounting system that didn't offer robust reporting, workflow automation, or remote access.



The solution

Tri-County has swiftly improved several of its daily paper-based workflows, in particular, eliminating one day a week of manual approval process and data entry by importing data from other spreadsheets, software and systems into Sage Intacct.



Results with Sage Intacct

- Increased finance team efficiency
- Freed accountants to expand into more strategic roles
- Gained departmental and grant visibility for improved accountability



Company

Tri-County Mental Health Services

Location

Missouri, US

Industry

Nonprofit

Sage Products

Sage Intacct



About Tri-County Mental Health Services

Tri-County Mental Health Services provide safety-net services in mental and behavioral health, as well as substance use disorders to over 8,000 people annually.



To serve a diverse clientele in urban, suburban and rural settings, Tri-County developed a unique provider network to deliver convenient, cost-effective services.

Managing healthcare's financial complexity

Missouri's Tri-County Mental Health Services agency provides \$25 million of behavioral health services to 8,000 people in need across the greater Kansas City area every year. The Federally Qualified Health Center (FQHC) has grown over the years to meet the region's increasing mental health needs, especially surrounding the opioid crisis. With funding coming in from a county mental health levy, state funding, Medicaid, other insurers, and grants, Tri-County's back office is required to manage highly complex financial processes. However, for the past fifteen years, they were hindered by an on-premises accounting system that didn't offer robust reporting, workflow automation, or remote access.

Last year, the agency decided to make a change and modernize its financial management technology. After bringing on Michelle Naus as CFO, the finance team started seriously looking at cloud-based solutions. Naus remembers, "As we were thinking through who we wanted to partner with moving forward, we quickly narrowed our options down to Sage Intacct and Oracle NetSuite. We ultimately selected Sage Intacct for its real-time financial visibility, streamlined processes, and flexibility to integrate with any business solution we needed."

Eliminating tedious data entry through automation

Working with Sage Intacct implementation partner, BKD Technologies, Tri-County migrated to the cloud-based system and quickly improved several of its manual, paper-based workflows. In particular, Sage Intacct sped up daily accounting tasks like accounts payable, as well as monthly and quarterly reporting. The finance team eliminated one day a week of manual approval process and data entry by importing data from their budget spreadsheets, payroll software, and patient billing system directly into Sage Intacct.

"We save so much time with Sage Intacct," said Naus. "For instance, rather than printing individual journal entries for signatures, everything is now prepared, routed, approved, posted, and tracked via an audit trail with a click of a button. Our accounts payable workflows are significantly easier – especially credit card reconciliations, which used to be a very painful process – freeing us up to finally be forward-looking. What's more, the system's role-based workflows and HIPAA-compliant security provide internal controls and documentation, giving me peace of mind that we're audit-ready."

Another area of major improvement is Tri-County's financial statements and board reporting. Previously, it took so long to prepare the reports that the team sometimes couldn't complete them until minutes before the board meeting, which left no time to review or ensure confidence in the numbers. Now, rather than spending over two days creating – and often re-creating – multiple reports in Excel, the finance team can produce polished board and manager packets in just seconds with Sage Intacct. As a result of all these efficiencies, the agency's accountants are able to think creatively about their roles and take the time to learn about and participate in strategic projects.



“Now that we’re so much more productive with Sage Intacct, my team can serve as strategic partners and leaders in the agency by providing more forward-thinking information. Now we’re able to reforecast our budget as needed, work closely with the development team to create grant proposals, and help the grant writers make a greater impact for our consumers.”

Michelle Naus

CFO, Tri-County Mental Health Services

Gaining real-time insight into grant and departmental performance

When it comes to reporting, Naus shared, “Sage Intacct’s dashboard capabilities have been a game-changer because we can easily provide managers with their departments’ income statements each month, and they can just drill down into expenses or other data they want to see on the fly with appropriate system permissions. Since everything is available in real-time, they’re not having to wait until the end of the month for financial visibility, which encourages more ownership over budgets and more insightful questions about how they can make changes to improve their department’s services.” Tri-County also uses Sage Intacct statistical accounts to provide operational transparency for individual managers and the grant development team, so they can make adjustments to their individual budgets based on how they’re performing. Grant budgets can now be built into the system versus only being maintained in Excel. Additionally, rather than tracking metrics like patient visits and FTEs in Excel and having to manipulate the data to provide useful information to the management team, key performance indicators are built right on their Sage Intacct dashboards and reports. Tri-County uses Sage Intacct to provide executives with all the financial details they need for both daily and long-term planning. “Our CEO was very excited when we moved to Sage Intacct. He always wants to check-in on our financial health, and he’s just amazed at how easy it is to get valuable information and drill down so quickly,” said Naus.



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