



To manage their complex emerging technologies, Ancillary Care Services chose OptionEase

Business Challenge

Ancillary Care Services was spending hours struggling with an inadequate stock administration and compliance tool, and calls to the software provider for assistance went unanswered. The company needed an intuitive, SAS 70 Type II certified solution to standardize compliance.

OptionEase Solution

Ancillary Care Services chose OptionEase for its Total Cost of Ownership, as well as for its SaaS-based solution and responsive support team.

Result

Options reporting now takes one tenth of the time it once did, eliminating the frustration and delays they previously experienced.

Ancillary Care Services Chooses OptionEase to Reduce Compliance Reporting Time by as much as 90 Percent

Based in Dallas, Texas, American CareSource Holdings, Inc., (d/b/a Ancillary Care Services) (NASDAQ: ANCI), is an ancillary benefits management company that offers cost effective alternatives to physician and hospital-based services through its comprehensive national network of approximately 4,300 ancillary service providers at over 33,000 sites. These providers offer a broad array of services that supplement or support hospital and physician care, including laboratories, dialysis centers, free-standing diagnostic clinics and non-hospital surgery centers. As the nation's ancillary care experts, Ancillary Care Services (ACS) connects and serves patients, ancillary care providers and regional payors. ACS customers include self-insured employers, indemnity insurers, PPOs, HMOs, third party administrators and both federal and local governments. The company estimates the ancillary healthcare services market at \$574 billion, and estimates that it has grown to 30 percent of total national health expenditures.



ACS needed to focus its resources on responding to the challenges and opportunities of its growing marketplace, but its limited IT and accounting staff was wasting valuable time wrestling with an expensive, inadequate and unsupported on-premise compliance solution. When Financial Planning and Analysis Manager Matt Kelso joined Ancillary Care Services, the company relied upon a cumbersome solution that delivered reports via Microsoft Excel spreadsheets. “I had never seen anything like it,” said Kelso. “The archaic graphical user interface was one of the worst I have ever seen in an application.” Kelso spent up to four hours running a single report for the CFO and board of directors. “It was a nightmare for a small company,” he said. “We started looking at other options.”

ACS chose OptionEase’s software-as-a-service (SaaS) product not only for the solution’s ease-of-use, but also for the responsive and always-available support offered by the U.S.-based OptionEase team. OptionEase completed a smooth technology implementation. “Viewing and accessing data is so much easier with OptionEase,” said Kelso. “The simplest reports used to take at least an hour, and now they take minutes. On a day-to-day basis, working with OptionEase saves us significant time (and money) because we are not wasting valuable resources chasing support staff and upgrading software.”

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Financial Planning & Analysis