

Merz North America streamlines Open Payments compliance using MedPro Systems and Concur

MedPro Systems' integrated Concur Connect solution eases the capture and collection of HCP spend data, saves reps time, and produces accurate expense reports.

Like many Life Science organizations, Merz North America, a leader in aesthetics, neurotoxins and dermatology, was faced with the operational challenge of collecting large amounts of information required for Open Payments/Sunshine Act compliance. Tracking healthcare provider (HCP) spend allocation was already a tedious task for Merz's 600 sales representatives, but Open Payments requirements also burdened its finance team with validating the data that reps were manually entering into two separate databases.

To solve this, MedPro Systems implemented Concur Connect, a cloud-based solution that integrates with Concur to streamline the Open Payments reporting process by enabling live search of U.S. HCP databases within Concur Expense and Invoice.

“The MedPro Concur Connect solution has streamlined our Aggregate Spend reporting by eliminating the need to maintain an internal healthcare professional database, and improving the overall accuracy of the data we report to CMS every year.”

Steve Dawson, Finance Manager, Accounts Payable and T&E Reimbursement

About Merz

Merz North America is a specialty healthcare company dedicated to the development and marketing of innovative quality products for physicians and patients across the U.S. and Canada. Their products are distributed through two divisions: Aesthetics and Neurosciences.



Company Name

Merz USA, a subsidiary of Merz Worldwide

Solutions

- Concur[®] Expense
- MedPro Concur Connect

Industry

Life Sciences

Company Size

3,000 worldwide

Location

Raleigh, NC

Why Concur & MedPro?

- Easy integration and rapid deployment
- Via Concur desktop or mobile app, sales reps can access 19M HCP records with complete, accurate data
- Elimination of manual data entry

The MedPro and Concur integration “saved countless hours for our sales team and backend resources by having cleaner data up front.”

Steve Dawson, Finance Manager, Accounts Payable and T&E Reimbursement

Challenge: The cumbersome task of manually entering and reviewing HCP data

Open Payments regulatory requirements include the submission of timely, accurate and complete data to the Centers for Medicare and Medicaid Services (CMS). In addition, Life Science organizations must also retain all records related to payments and other transfers of value to HCPs for at least five years from the date of submission to CMS. And those are just the federal requirements – some states have additional rules as well.

A longtime Concur customer, Merz had been utilizing Concur Expense to streamline the reporting processes by allowing employees to manually enter HCPs into the system. However, this resulted in a significant number of exceptions that had to be reviewed and the data quality issues took time to resolve. Hours spent reviewing reports to ensure the compliance of HCP data left the finance team with little time to spend on key responsibilities.

Yet Open Payments compliance couldn't be ignored. Failure to submit required information could result in civil monetary penalties of up to \$150K per year. Even the “knowing failure” to submit information carries a lofty \$1M penalty.

Solution: Access to 19M HCP records at the time of expense capture

Fortunately, Merz had an existing relationship with MedPro Systems, a Concur App Center partner, whose Concur Connect solution provides seamless, automated access to 19 million HCP records from within Concur. Since MedPro Concur Connect is prebuilt to integrate with Concur Expense, deployment required very little from Merz resources – and **the solution was enabled in just four weeks.**

One of the system's key features, the MedProID® database, contains records of all HCPs required for U.S. state and federal Open Payments compliance, including mandatory attributes such as the provider's state license numbers, business address, National Provider ID (NPI), and specialty. The database is extensive, with categories ranging from medical doctors and registered nurses/LPNs to dentists, podiatrists, and even perfusionists and veterinarians. Merz representatives can now easily search for the name of the HCP they need to add as an attendee, and the MedPro Concur Connect solution returns back the full HCP profile for capture in Concur Expense.

Result: Compliance improved and countless hours saved

In the first year of using the new solution, over 600 Merz representatives completed more than 36,000 searches using MedPro Concur Connect.

No more manual entry of HCPs. No more quality issues requiring backend data stewardship. And no more painstaking maintenance of databases.

Visit the [Concur App Center](#) to learn how you can maintain Open Payments compliance by enabling accurate HCP data capture via [MedPro Concur Connect](#).

Or take your own [Connected Journey](#) to experience how [MedPro Systems](#) and other partner apps enhance the travel experience from beginning to end.

