



American HealthCare Lending Accelerates Provider Onboarding with DocuSign

Summary

- Eliminated costly paper contracts
- Automated manual processes
- Ensured contract accuracy

Founded in 2009 and based in Salt Lake City, Utah, American HealthCare Lending is a financial services company that serves healthcare providers and patients nationwide. Its customers are healthcare providers in the dental, cosmetic, fertility, behavioral health, and other elective medical verticals. The company's web platform allows healthcare providers in 43 states to instantly present patients with multiple financing options at the point of treatment, to help them pay for procedures not covered by their insurance. Customers work with American HealthCare Lending because it offers the best rates in the industry, and because it is the only finance provider to offer multiple lenders on the same platform. Using DocuSign, American HealthCare Lending has successfully eliminated the costs associated with paper contracts, accelerated processing by automating manual steps, and ensured contract accuracy.

Challenge

The company's provider on-boarding process was paper-based, and had become very cumbersome. Contracts to set up a new provider averaged 28 pages, and the delays in new provider registrations were creating customer service issues and lags in the sales process—which had begun to impact revenue generation.

"We really needed a way to streamline our provider on-boarding process," says Nick Sorensen, VP Partner Relationships. "We knew that by eliminating the need for paper contracts, we could significantly reduce the delays that were affecting our customers."

Solution

American HealthCare Lending found a solution in DocuSign, which helps users to provide valid, secure e-signatures online from any device. The company chose



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Nick Sorensen
VP Partner Relationships

DocuSign Enterprise Edition, which offers transaction management flexibility, robust administration, security standards, document retention, and service reliability to meet the most stringent global IT requirements.

The Loan Department uses DocuSign integrated with Loans PQ, a multi-channel account opening and loan origination platform. The American HealthCare Lending Sales organization uses it to streamline the processing of sales contracts.

Results

Using DocuSign, American HealthCare Lending's provider on-boarding process is now faster and easier than ever before. According to Sorensen, "Before DocuSign, we had to convert all of our paper files to digital manually; now all of our agreements arrive already in a digital format, and are much easier to organize and track."

DocuSign also makes it easier to ensure that contracts and forms are filled out fully and properly –staff can even add descriptions for different fields to clarify for signers what is being asked of them.

The need to print, sign, and fax documents has also been eliminated through DocuSign's digital formatting



and automated delivery. Because of this, processing delays have been greatly reduced. Agents are now automatically alerted on their phone or any Internet connected device when new deals come in, further accelerating the speed of sales.

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