

ABR | Implementation Priorities and Timeline

People

- BPO credential pilot team
- Pilot ABR Management team
 - Manual import of verified credentials
 - Resolve exceptions/failures

Process

- Cred Verification Process Design
- Schedule and download process design
- Exception process design

Technology

- AI Invoice download pilot
- PDF push through Cass Bill Pay
- Improvement of VCM and VM data base
- Initial Work queue system

2025

Scale Up

- Staff for ABR management and exception Processing

- Exception process refinement
- Expand/adapt support processes for ABR

- ABR Workflow queues for cred and exceptions
- Integrate scheduled PDF download to automated invoice intake
- Add automation to VS processes (login, bill retrieval)

2026 Q1-Q2

Launch

- Ramp up staffing for Arcadia and credential management

- Fully integrate ABR processes with VS Support processes
- Arcadia transition process

- Vendor Intelligence refinement

2026 Q3