



Quick facts

Company overview

Operating since 1977

Head office: Guaynabo, Puerto Rico

Employees: > 500

Annual revenue: \$644 million (2013)

ERP: Microsoft Dynamics GP

ROI

- Automation of FMHP's annual budgeting, freeing up time for valuable ad hoc analysis and scenario planning
- Complete integration with the company's ERP, Microsoft Dynamics GP, unlocking insight into their detailed information
- Operational reporting and analysis, statistically tracking patient memberships, premium types, and more
- Personnel planning and payroll forecasting across 2 lines of business, 33 departments, and 19 locations
- Ease of use for FMHP's end users and buy-in from their senior executives

Industry

Healthcare



www.firstmedicalpr.com

First Medical Health Plan had grown to the extent that spreadsheets could no longer accommodate their organization's financial processes. With the help of Prophix, the company has since advanced and automated their budgeting, forecasting, reporting, operational planning, and analysis.

Prophix partner information

Fusionworks

Fusionworks Inc. is a business and technology consulting firm that helps manage the company's most important asset: their information. Our goal is to help our customers transform their enterprise through the use of better business practices as well as state of the art technology. We fuse superior business knowledge and technology expertise, to create robust solutions for our customers and improve their operations.



Company background

First Medical Health Plan, Inc. (FMHP) is a fast-growing health services organization located in Puerto Rico. FMHP is the third company profiled in Puerto Rico's directory of the island nation's top 400 locally owned companies, as published in the "Caribbean Business" listing, 2014 edition. FMHP is Puerto Rico's only organization that features a network of health centers and pharmacies where most of the subscribers receiving medical services are not required to pay deductible fees. The organization's commitment to serving its policyholders has earned the loyalty of those who work in the manufacturing and service sectors, in both private industry and the government.

Recognizing the problem

In the past, FMHP had used spreadsheets to build their annual budget from the top-down, without the active participation of their organization's departments. To make their budget more accurate and



to free up time for valuable analysis, they sought to purchase easy-to-use software that would facilitate the involvement of employees and budget owners from across the company.

FMHP's financial leaders also recognized that CPM software would allow them to unlock additional value from their ERP, which houses their transactional information. By automating their financial processes and increasing their ability to make accurate projections, the office of finance hoped to meet their objective of assisting their company's leaders when making important decisions.



Benefits

Integrated budgeting and personnel planning

Prophix's Detailed Planning Manager (DPM) enables companies to build their budgets and plans at the detailed level using non-numerical attributes, such as job functions and titles. According to Gloryvee Carrasquillo, FMHP's Budget Supervisor, "Using DPM, we can calculate the payroll budget based on details for every employee and department. All of the salaries, benefits, and payroll taxes are easy to configure and maintain. We simply upload the payroll data from Microsoft Dynamics GP and make the changes in benefits or assumptions. This produces our detailed budget. We can also make accurate cost projections related to hiring additional employees for various departments and contrast the potential results with or without new hires. Similarly, we can compare scenarios with the original benefits and see what happens if the benefits change."

Prophix in-depth profile ●●●



The value of automated workflow

Prophix's Workflow Manager helps FMHP to consolidate administrative expenses from 2 lines of business, 33 departments, and 19 locations. The software's end users directly enter their budget information into Prophix, while other departments receive offline templates to submit their budget requests. These templates are automated to show related historical performance. Once the users enter their information, the software accepts the data and consolidates it with the rest of the budget—fully integrating it for use with other financial processes.



Ad Hoc Analysis

César Ramírez, FMHP's Auxiliary Vice President of Finance, explains the importance of Prophix's Ad Hoc Analysis function. "Thanks to this module, the finance department can analyze our data on a daily basis. We use this opportunity to compare actuals to budget figures and certify compliance with our budget outlays. Our executives then approve the budget and issue payment. Using this process has allowed us to greatly improve our financial processes and win the support of our business leaders. Frankly, automating our processes with Prophix and making them more sophisticated has contributed to something of a cultural change at FMHP; our people are definitely more budget-oriented than they were 3 years ago."



"We automatically upload statistical data, including customer membership types and premiums, from our ERP, Microsoft Dynamics GP, which fully integrates with Prophix. In just minutes, we have all of our reports available to analyze or distribute (also automatically) across the company, with the relevant information displayed based on the roles of the recipients. We also use Prophix's drill-across function to investigate transactional details inside GP, per month, per department, per location, and per line of business. Using drill-across to pinpoint explanations of variances and fluctuations represents just one more of Prophix's tools for analysis that spreadsheets could never equal."

**—Gloryvee Carrasquillo
Budget Supervisor
First Medical Health Plan, Inc.**



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