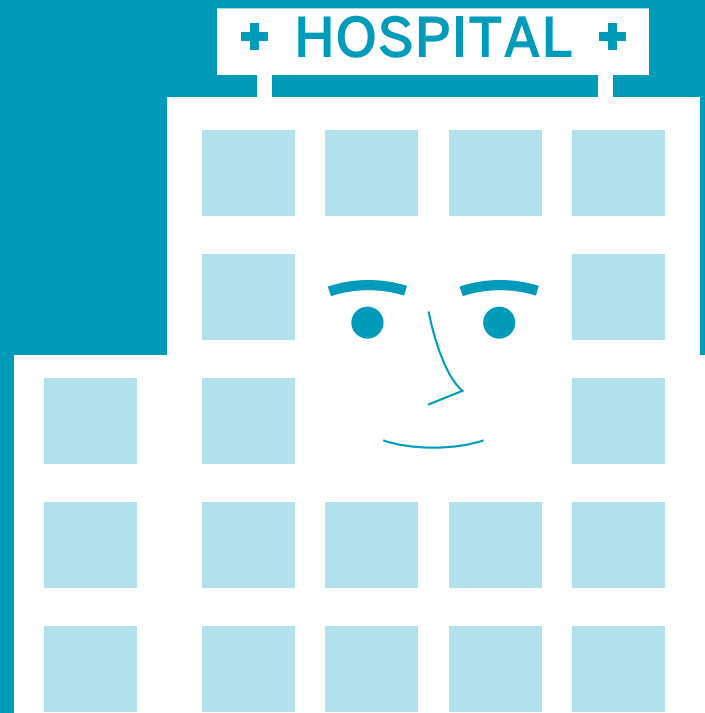


# STRONG VENDOR RELATIONSHIPS HELP DRIVE BIP SUCCESS:

**AMERICAN EXPRESS® BUYER INITIATED PAYMENTS HELPS USPI AUTOMATE PAYMENTS AND LOWER OPERATING COSTS**



**United Surgical Partners International (USPI) wanted to streamline its relationships with vendors while reducing costs and inefficiencies associated with manual check production. To that end, they chose American Express Buyer Initiated Payments (BIP). But to initiate this automated payment solution, USPI had to convince its vendors of the value in participating.**

For companies that use American Express BIP, maximizing the number of vendors enrolled in the program can help yield better operational and financial benefits. Yet some companies stumble at the vendor enrollment stage. USPI put its procurement team in charge of its BIP onboarding initiative to help streamline vendor enrollment.

Led by VP of Procurement Stephanie Phillips, USPI promotes the value of BIP to new and existing vendors. Getting paid quicker with fewer errors and earning preferred status are two of the most compelling BIP incentives for vendors of USPI. The preferred status gives vendors access to all of USPI's more than 200 ambulatory surgery centers and 15 surgical hospitals around the U.S.\*



Stephanie Phillips worked with Mark Wagner of DPI to help facilitate a quick and smooth onboarding process.

## CONCLUSION: THE RIGHT FIT FOR USPI AND VENDORS

For USPI vendors, American Express BIP provides an opportunity to get paid earlier, reducing days sales outstanding (DSO) in instances where USPI pays vendors earlier using BIP than they would using other payment solutions.†

USPI has exceeded their initial vendor enrollment targets by a factor of 10.‡ While the program continues to grow, USPI is already realizing operational benefits (reduction in checks processed) and financial benefits (lower operating costs and other incentives).

### 4 PERSPECTIVES ON A BIP INITIATIVE: IN THEIR OWN WORDS



“We spend a lot of money with our vendors, and they frequently come to us with requests for purchasing information as well as ways of improving and promoting their products at our facilities.”

- Stephanie Phillips, USPI,  
VP of Procurement



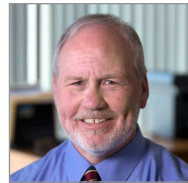
“We view our participation in the BIP program as another opportunity to support USPI in its efforts to standardize systems and suppliers across its facilities.”

- Mark Wagner, DCI Donor Services,  
Sr. Director, Marketing & Sales



“Ultimately, we’re more confident that [vendors are] getting paid immediately.”

- Matt Chance, USPI Surgical  
Hospital, CEO



“Stephanie used her relationships with our vendors to grow the program by more than tenfold.”

- Van Neinast, USPI, Sr. VP  
IT Systems & Solutions

**Company:** United Surgical Partners International (USPI), a healthcare management company overseeing more than 200 facilities in the U.S.

#### Challenges:

- Cumbersome manual payment processes
- Check fraud
- Lost checks/payments
- Vendor fragmentation

#### Solution: **American Express Buyer Initiated Payments (BIP)**

- Reduced number of checks processed
- Automated vendor payment processing
- Lowered operating costs associated with processing, printing and mailing checks
- Financial incentives
- Eliminated possibility of check fraud with participating vendors
- No need for credit cards at the facility level
- Provided vendors with the opportunity to be paid earlier, reducing DSO†

**GET MORE INSIGHT ON STREAMLINING YOUR PAYMENT PROCESSES:  
AMERICANEXPRESS.COM/HEALTHCAREPAYMENTS**



\* Refers to USPI vendor structure; not associated with American Express.

† Reduction in DSO will depend on individual provider payment behavior. DSO may increase in certain instances.

‡ Target set by and unique to USPI's internal goals.

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