

**PRE-READ BILLING & ACCOUNTS
RECEIVABLE CHAIN OF ACTIVITIES
LEADING PRACTICE WORKSHOP**

DECEMBER 11, 2018



Objectives of the Leading Practice Workshop

1. Build upon the morning's Workshop
2. Gather insights as they relate to the billing and accounts receivable
3. Present design principles and leading practices
4. Discuss these leading practices and gather participant perspective
5. Describe next steps



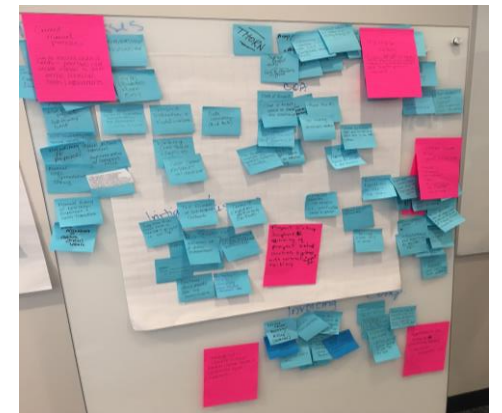
Brainstorming Activity: Rose, Bud, Thorn

In this activity, we will think about current accounts receivable and billing processes (i.e., FLAIR and agency business systems) in terms of:

- **Roses** (*Green Post-it*): What is currently working well, and you would not want to change? (e.g. functionality, process, other items)
- **Buds** (*Blue Post-it*): What is currently working OK, but could use some improvement or additional work?
- **Thorns** (*Pink Post-it*): What are pain points that make it very difficult to do your job and/or reducing productivity and efficiency?

Activity Instructions

1. Individually write down your Roses, Buds and Thorns on the Post-it
2. Each participant shares their Rose, Buds and Thorns
3. Collect and combine the Post-its into corresponding categories (Rose, Bud and Thorn)
4. Discuss the results in the full group



Billing and Accounts Receivable Leading Practices

- ▶ Implement statewide A/R Billing functionality, without disrupting agency service delivery, and enhance the revenue cycle management process
- ▶ Focus on controls throughout the revenue-to-cash process
- ▶ Provide standardized functionality and business rules for agencies using the financial management system for billing and receivable management
- ▶ Use Sub-Systems for Transaction Details
- ▶ Make it easy for customers to remit revenue
- ▶ Utilize intercepts to offset delinquent receivables
- ▶ Create a capability to share best-practices for receivables and collection management



Break Out and Group Discussion

- ▶ We will divide up into 3 groups
- ▶ Each group will receive a poster board with a subset of the leading practices we reviewed in the prior section
- ▶ Based on the group's discussion, you will have 2 tasks:
 1. Identify which current pain points (e.g. "thorns"), or other value the State will realize by adopting this leading practice
 2. Identify obstacles that might keep the State from fully adopting this leading practice
- ▶ Be as specific as possible!
- ▶ After 15 minutes, groups will rotate (there will be 3 rotations)
- ▶ Then, we will reconvene and report back to the full group



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