



Organizational Payments

Annette M Parry Bush, MBA, BSN, RN, OCN (HPCC)
Keisha Davidson, MBA (HPCC)
Karen Cantor (Heuristic Solutions)

Agenda

- Describe why you might want employer organizations to pay
- Define organizational payment models
- Outline organizational payment workflows
- Highlight strengths / weaknesses of each model
- Describe implementation approach

Organizational payments

Without organizational payments	With organizational payments
<ul style="list-style-type: none">• Applicants apply• Applicants pay• Apply for reimbursement• Process paperwork• Reimbursement whenever / however	<ul style="list-style-type: none">• Applicants apply• Employers pay



Why organizational payments?

- Lower barriers to certification
 - Reduce work (e.g., paperwork for reimbursement)
 - Build relationships with employers
 - Encourage support for certification
- HPCCs reasons
 - Merging of the Employer Supporter Program and Employer Partner Program
 - Ongoing request from corporate partners to provide recertification payment in the same manner as initial certification
 - Reinforces the one-code system
 - Provides volume discounts and reduces excessive number of steps to complete purchases
 - Employers (Partners) use same company code for multiple options (e.g., certification, recertification, membership, education resources, job postings)
 - Allows organizational payments or discounts on employee purchases
 - Available 24/7

Organizational Payment Models

Discount Codes
Each Employer Organization has a code that reduces application fees for all employees.

One-time use vouchers
Each Applicant has a code that reduces application fees.

Bulk Payments
Employer Organizations pay for Applicants when they reach a payment event.

Discount Codes

The flowchart illustrates the process of using discount codes. It starts with Board Administration assigning discount codes to Employer Organizations. The Employer then assigns these codes to Employees. An Employee starts an application process, and when they reach a payment event, they use their assigned discount code to reduce the application fee. The process concludes with the Applicant paying the reduced fee.

Discount Code Profile

Benefits

- Employer Organizations only track one code
- No need to predict number of users

Drawbacks

- Harder to restrict use

Best for:

- Large employers (100s of employees)
- Programs without dedicated administrator support

Discount codes

Why we chose this model

- Convenience
- Minimal administrative overhead for HPCC
- Ease of report generation

What obstacles we faced

- Heuristics customized calculations
- Costs associated for modifications, such as establishment of new codes
- Confirming codes current
- Tracking discount is correct
- Unable to restrict use to outside persons

Benefits we have seen

- HPCC and employer partners have greater flexibility regarding arrangements for payments
- Complete single entry for full corporate access to HPCC and HPNA products and services
- Builds additional dimensions to the partnerships

One-time Use Vouchers

Best Available

Partner

Employee

Partner

One-time Use Vouchers Profile

Benefits

- Each use is tracked
- Set to expire to prevent loss
- Re-issue to new employee
- Purchase explicit number

Drawbacks

- Need to allocate resources to track
- Need to pre-purchase

Best for:

- Smaller employers (10s of employees)
- A dedicated administrator
- Predictable volume

One-time Use Vouchers

Why we chose this model

- Employer choice to prepay
- Easier to control usage
- Minimal administrative cost for HPCC
- Ease of report generation

Benefits we have seen

- Greater security to control use than discount code
- Budgeting – employer knows amount paid for certification
- Control – employer knows who is using the vouchers
- Vouchers can be reissued to new employees if not used
- No additional cost for purchase of new voucher or regeneration of unused voucher

What obstacles we faced

- Existing module does not allow for customization by Employer
- More labor intensive for HPCC
- HPCC must exit Learning Builder and email employer voucher numbers
- Requires the Employer to notify HPCC if an unused voucher is to be regenerated

Bulk payments

Bulk Payment Profile

Benefits

- Minimal tracking
- No pre-purchase

Drawbacks

- Requires Program Administrator intervention

Best for:

- Large employers(1000s of employees)
- Dedicated administrator support

Bulk payments

Why organizations choose this model

- 1000s of Applicants for one organization
- Common deadlines for all Applicants
- Cover the full cost of Applications
- Everyone pays full freight

Benefits we have seen

- Limited customer support contact

What obstacles we have seen

- Credit card limits (> \$20,000)
- Explicit relationships / Accidental disassociation

Comparison

	Discount codes	One-time use vouchers	Bulk payments
Definition	All Applicants for an organization receive a code	Each Applicant receives an individualized code	Organization pays when Applicant is ready
Individualized tracking	No	Yes	Yes
Automatically expire	(Maybe)	Yes	N/A
Needs administrative support	No	Yes	Yes
Pre-purchase specific number	No	Yes	No
Allows discounts (vs full freight)	Yes	Yes	No
Best for 10s:		Strength	
Best for 100s	Strength		
Best for 1000s:			Strength


