



40% Cut In Document Software Costs For AHN

 **Industry:**
Nonprofit

 **Customer Since:**
2023

 **Products:**
Document Studio

 **Features:**
Doc Gen, eSignatures, Bulk Email, Automation

COMPANY BACKGROUND

[AHN](#) is a nonprofit delivering community health services across Nevada. With a team of 170, the organization supports up to 35,000 people. Its core model is a medical discount membership program that provides cash-at-the-time-of-service rates through a network of doctors, labs, and hospitals. AHN also runs nutrition, cardiovascular health, and diabetes programs, alongside additional community support services.

ACCESS TO HEALTHCARE NETWORK'S CHALLENGE

AHN relied on document-heavy operations to generate and send high volumes of materials, including membership cards. These manual processes consumed staff time and slowed service delivery.

Membership cards were created in Word by typing each member's name and ID, then printing, scanning, and emailing the file. Billing and collections were also inefficient. Staff had to manually combine bill line items into a single Salesforce record before generating and sending one letter.

TITAN'S SOLUTION

With Titan Document Studio, membership documentation is produced from Salesforce records, and eSign is built directly into workflows. AHN employees email documents directly to individuals through Titan or send them in bulk batches.

Bill line items are no longer merged as Titan consolidates multiple records into one document.

Members access documents on mobile through secure URLs sent via text, with compliant tracking logs and audit history throughout.



KEY RESULTS

- ✓ **40% Cost Savings:** Titan was 40% more affordable than AHN's existing document solution and provided features essential to its operations, including signatures and bulk send, as well as the opportunity to create a member portal in the future.
- ✓ **75% Faster Workflows:** The time required to produce cards during onboarding members for healthcare and treatment programs reduced from 20 minutes to 5 minutes per application.
- ✓ **3K Monthly Onboards:** AHN's membership workflows can support 3,000 individuals per month with new Salesforce-generated cards.
- ✓ **9K Emails. 1 Send:** During a membership fee increase project, 9,000 cards were sent to individuals using bulk email delivery, saving staff a substantial amount of time.
- ✓ **4x Faster Billing:** The billing and collections process that required 4 employees to manually combine records for letters has been reduced from 4 days to 1 day per week. Only 1 employee is required to run the process now, as Titan prints multiple bill records into a single document and plans bulk email deliveries.
- ✓ **Reduced Errors:** Data is pulled directly from Salesforce into documents, decreasing manual mistakes and providing accurate data to staff.
- ✓ **Audit-Ready:** AHN has digital signatures, stronger tracking capabilities, and access to an audit history, essential for its compliance-heavy workflows and federal audits.
- ✓ **Scalable Comms:** Email and SMS delivery options meet clients where they are and reduce staff effort to distribute documents manually.
- ✓ **Direct Service:** Time savings from manual admin work are directed towards serving members.

"Titan gave us more bang for our buck, and it's been really solid for sending documents in bulk email batches." – Travis Rice, Database Director at Access to Healthcare Network