

Case Study: **Health Care**

Client: **Cuyuna Regional Medical Center**



## **Telecom and Utility Audits Lead to Healthier Bottom Line**

Cuyuna Regional Medical Center (CRMC) provides state-of-the-art health care services for patients in Crosby, Minn., and the Brainerd Lakes area. It is part of a high tech medical campus with a rich tradition of advancing innovation in rural healthcare.

Rising medical costs and tightening state and federal reimbursements challenge health care providers across the country to operate more efficiently. CRMC's administrators continually look for strategies to lower costs without compromising the quality of care or delivery of services.

Recently, CRMC engaged TEEG Utility Solutions to audit and streamline telecom and utility services. Health care facilities are vulnerable to utility billing errors due to the complexity of their operations and eligibility for special rates, provisions, and exemptions that service providers might miss.

"Utilities with thousands of customers don't always get it right," said Kyle Bauer, chief financial officer, CRMC. "We were pretty confident that there were billing issues, but we didn't have the expertise to muddle through them. TEEG knew exactly where to look."

TEEG's investigative auditors identified telecom and utility billing errors resulting in nearly \$60,000 in credits. Ongoing savings from these corrections and other TEEG recommendations could save CRMC more than \$200,000 on its telecom and utilities over five years.

---

***"Working with TEEG was great. It took very little of our staff time and resulted in significant cost savings. I absolutely would recommend their services."***

**Kyle Bauer, CFO, Cuyuna Regional Medical Center**

---

Call TEEG at 800.608.5341 or visit us online at [www.teeg.net](http://www.teeg.net).



## Utility Cost Management

### STRATEGIC ENERGY MANAGEMENT

- Energy and utility audits, including review of billing, rates, and tariffs; taxes, fees, and surcharges; and demand charges and power factors
- Onsite electric, gas, and water meter inspection and verification
- Recovery of past overcharges and correction of billing errors
- Comprehensive utility service inventories
- Rate negotiation and procurement services

### STRATEGIC TELECOM MANAGEMENT

- Comprehensive telecom service inventory, itemizing all accounts, vendors, and charges
- Onsite verification of all telecom lines, trunks, circuits, and networks
- Telecom audit, including evaluation of tariffs, rates, taxes, fees, and surcharges
- Call record and traffic study assessment
- Network mapping and diagramming of wide area network (WAN) and site-specific connections
- Recovery of past overcharges and correction of billing errors

Customized, ongoing service packages also available.

Contact:

**TEEG**

Office: 218.786.0540

Toll Free: 800.608.5341

E-Mail: [info@teeg.net](mailto:info@teeg.net)

Web: [www.teeg.net](http://www.teeg.net)

## Cuyuna Regional Medical Center

### CHALLENGES

- Clarify, streamline, and manage complex telecom and utility services throughout medical campus with multiple buildings, numerous utility service providers, and hundreds of phone lines, cell phones, and networked data systems
- Ensure proper rates and exemptions due to nonprofit and health care status

### SOLUTIONS

- Conducted telecom and utility billing audits to analyze accounts, identify billing errors, recover overcharges, eliminate unnecessary services, and secure the best available contracts and rates
- Provided comprehensive service inventory to help CRMC understand and track its utility and telecom services, providers, and expenses

### RESULTS

- Identified overcharges and secured nearly \$50,000 in credits from energy, water, and sewer utilities; corrected billing errors for ongoing savings of \$15,000 per year
- Found unused phone lines and telecom billing errors related to subscriber line overcharges, miscalculated taxes, and incorrect surcharges, resulting in more than \$7,500 in credits (up to \$12,000 additional credits pending) and ongoing annual savings of more than \$6,000
- Recommended converting local long distance, long distance, and 800 services to different service providers for annual savings of approximately \$26,500

---

***“TEEG found significant billing errors we never would have caught on our own. They also educated us about telecom and utility systems and regulations so we have the knowledge to address these issues going forward.”***

**Kyle Bauer, CFO, Cuyuna Regional Medical Center**

---