



Photo provided by Brad Bates

People mingle during the Jan. 26 ribbon-cutting ceremony and open house at the new McLaren Health Care Revenue Cycle Operations office near 23 Mile and Schoenherr roads in Shelby Township.

## McLaren Health Care consolidates billing departments to Shelby facility

BY SARAH WOJCIK  
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SHELBY TOWNSHIP — In an effort to improve efficiency, McLaren Health Care consolidated all of its billing and processing departments in the state to a newly renovated facility in Shelby Township, located near 23 Mile and Schoenherr roads.

On Jan. 26, officials held a ribbon-cutting

ceremony, and the first wave of 100 employees started working this month at the 57,000-square-foot location, which used to house a VG's Grocery store.

Harry Crane, McLaren Health Care's vice president of revenue cycle, said he expects another 200 employees to start in April.

"We're hiring like crazy — we still have 100 openings," Crane said. "(The consolidation) af-

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# McLaren

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**Harry Crane, McLaren Health Care's vice president of revenue cycle, cuts the ribbon on the company's new headquarters in Shelby Township for all billing and processing operations Jan. 26.**

Photo provided by Brad Bates

ected close to 400 people, and we're employing the same number at the new location. Of the 400, we had close to 250 commit to come to Shelby."

Of those who did not commit to come to the new location, Crane said the majority found employment elsewhere in the McLaren Health Care system. Others retired, and approximately 20 chose to find other employment, he said.

"We compensated those people who didn't want to relocate," Crane said.

The company put approximately \$3 million into renovating the vacant grocery store, which it is leasing from F.J. Associated, Crane said. The most expensive thing: wiring the building for 400 workstations and phones.

Crane said McLaren officials did an assessment approximately two years ago and decided to standardize processes and procedures

and search for a building. It took approximately a year to find a space and get commitments from all of the company's local and corporate boards, he said. The company announced the move in July, he said.

"We did a mapping of every employee in billing offices across the state — a map of all ZIP codes and addresses — and basically picked an area that would have the least impact on the largest amount of people," he said.

He said he had the idea to convert an old grocery store to solve the challenge of finding a location with enough parking for all

of the company's employees. "We have no plans for a cost takeout," Crane said. "The only savings we have in consolidating is a significant efficiency gain as one system, instead of 11 disparate systems."

So far, Crane said, the community has been both welcoming and curious. Many local businesses have come in and given out gift cards, and Crane said cars often drive by slowly to look in the windows.

"We had a great reception. It's a really cool building, and I can't tell you how excited we are," he said. "It's going to be a lot of fun."

first-class operation like McLaren was able to fulfill their needs in that building," Stathakis said. "They knocked out walls, put new windows in — it's just really, really good the way they did that."

He added that the McLaren Health Care Revenue Cycle Operations office would be a good boost for the local economy, with employees relocating to Shelby Township and spending money in the community.

"The transformation of that building is just incredible," Stathakis said. "I hope we get some more businesses like that in Shelby Township."

Shelby Township Supervisor Rick Stathakis said he thought the building had stood vacant for far too long.

"I'm extremely happy that a



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