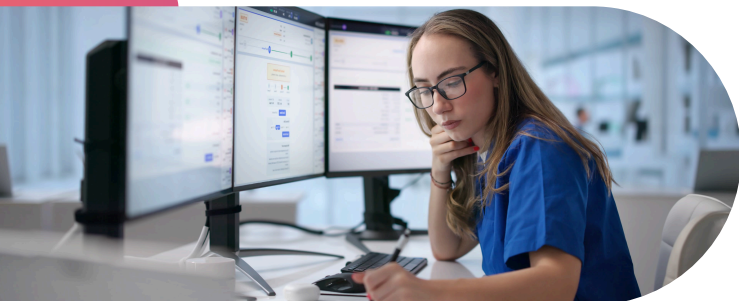


When disconnected systems leave healthcare payroll exposed

The challenge

Healthcare payroll at scale reveals a problem that's invisible in most payroll systems until they break. ENT & Allergy Associates (ENTA) manages 1,700+ employees across multiple states and processes ACH transactions for its employee population every two weeks. Physicians get paid one way, audiologists earn hearing aid commission payments another way, and physician assistants earn performance bonuses based on clinical productivity. Some are employees. Some are partners receiving K-1 documentation. Layered on top of managing a complex healthcare network, they must ensure compliance across four states with different tax codes, timing requirements, and unemployment registration deadlines that catch them off guard.

For years, Hümi Healthcare (the management services organization supporting ENTA's operations) relied on a legacy payroll system that had outgrown its capacity. The architecture was fragmented. To troubleshoot a tax issue, Jonathan Gallagher, assistant director for payroll, would contact the vendor's tax department. But they operated in a vacuum, with no visibility into what the other functions of Hümi's business, such as payroll and benefits, were experiencing. If an employee couldn't log in to view their W-2, if the system crashed during a routine update, if a state tax regulation changed overnight — those problems belonged to separate departments that didn't talk to each other.



Overview



Hümi Healthcare is the management services organization for ENT & Allergy Associates, the nation's largest ENT, Allergy, and Audiology practice with over 475 clinicians across 80+ locations in New York, New Jersey, Pennsylvania, and Texas. Hümi specializes in healthcare management and consultancy across practice operations and management, revenue cycle and enhancement, compliance, HR management, and business applications.



Headquarters

Tarrytown, NY



Industry

Healthcare



Employees

1,700+



OSV customer since

2025

Jonathan had workarounds for the broken things he'd learned to navigate. His accounting team had learned to live with the constraints. But when employees stopped being able to access core functions, and when the system infrastructure itself started cracking under the weight of the organization's growth, the question wasn't whether to change — it was when.

The decision to move to Workday and add OneSource Virtual (OSV) for payroll was a step towards modernization. But what Jonathan felt he gained was control, visibility, and a partner who could respond confidently when something broke.

The real differentiator: in-tenant access

When Hümi evaluated their options, they compared Workday against a multitude of other vendors. They evaluated ADP for money movement against OSV. Jonathan chose to do a side-by-side comparison in a spreadsheet. One option kept getting X's in every box. The combination of Workday plus OSV for treasury management hit all the requirements. More significantly, it was OSV's in-tenant architecture that made him pull the trigger.

"The reason why we chose OSV over ADP, and I can say that, is because of that in-tenant piece," Jonathan explains. Traditional payroll services like ADP operate through feeds, files that move between systems on a set schedule. If the feed breaks, the consequences ripple: tax payments fail, employee direct deposits fail. There's no way to reach in and fix it yourself. "If the feed breaks going to ADP, it not only could preclude your tax payments from happening, but it could preclude your employees from getting paid," Jonathan says.

When he asked ADP what the backup plan was, their answer was cut and dry: "You do it internally, and we fix it for the next one." With OSV, they offered something different. "Well, [OSV] can — with permission, and there may be an additional charge — come in and do additional stuff in-tenant to grab what [I] need to pay our employees."

The difference isn't subtle. On a given payday, when 1,700+ employees are expecting their deposit, and Jonathan's accounting team is relying on the settlement to process, a simple apology won't cut it: "When it comes to payday, sorry doesn't work for the employees."



"When it comes to payday, sorry doesn't work for the employees."

- Jonathan Gallagher, Assistant Payroll Director at Hümi



One system, one deadline, real-time visibility

The operational payoff came almost immediately. Jonathan logged in to four separate platforms with his previous vendor to manage payroll, benefits, taxes, and garnishments. Each was technically under the same vendor, but they operated as a patchwork of systems with separate dashboards, different login credentials, and no way to see how a problem in one area cascaded into another.

With OSV built into Workday, Jonathan now has two logins. One was Workday, and one was OSVSphere, OSV's customer portal. Nine times out of ten, he doesn't even need to log into OSVSphere separately because the team has in-tenant reports and data pulls directly into Workday. It's simpler, but more importantly, it's unified. When he needs to troubleshoot something, or his accounting team inquires about something not adding up, he can move between systems in real time. There's no email chain, nor is there waiting for OSV to get back to him.

For healthcare, that visibility matters distinctly. Hümi manages off-cycle payroll regularly. Physicians get paid at varying degrees, depending on whether they're employees or partners of their practice. Audiologists earn commissions based on hearing aid sales, and physician assistants earn performance bonuses tied to relative value units (RVUs, their measure of clinical productivity). Hearing aid commissions are paid monthly, while RVU incentives are settled quarterly.

With ADP's feed model, all of those off-cycle entries would start processing the moment they hit the system, whether Jonathan wanted them to or not. "If I complete the off-cycle, but don't pull it into a settlement, ADP's still going to act on all of that because it's part of the feed," he explains. With OSV, he queues everything up throughout the payroll cycle, holds it until he's ready, and then settles it once. Nothing moves until he tells it to. "OSV lets you do what you want to do, and then they take it from there," he says.

That level of control extends to compliance. Early in their tenure with OSV, Jonathan thought he'd updated Hümi's unemployment tax rate in Workday. He submitted a ticket ordering that they apply the new rate moving forward, requesting, "I updated the rate. This is the new rate. Please [move forward] so that way when we process the next payroll, it picks up the difference." The response came back within hours: "No, you didn't." The OSV team sent him a report showing the change hadn't actually taken effect. It turned out he updated one field, but for certain states like Texas and South Carolina, the rate pulls from two different places in Workday. If you update one and not the other, the older rate wins. He had no idea. "Having that double-check or the compliance protection there was extremely helpful," Jonathan notes.

Proactive alerts instead of surprises

OSV's approach throughout implementation and beyond has been deliberately proactive. When deadlines matter (like Texas's 20-week unemployment registration window), Jonathan gets a proactive alert well before the deadline arrives. His previous vendor never did that.

The contrast became clear when Jonathan asked both ADP and OSV the same question during the sales process: If something breaks after payroll settles and the feed isn't flowing, what's the backup? ADP simply answered, "We'll fix it next time." OSV's answer was: "We'll come in and manually grab what we need so you can keep paying people."



That philosophy shows up in smaller moments, too. When OSV's support team catches an error Jonathan didn't make, they don't make him fix it. They fix it and let him know. When he assigns a ticket to the wrong group, it gets routed with a note instead of sitting in a dead-end queue. A true partner doesn't assume you'll just figure it out — they assume they're there to help you succeed.

Almost a year into the partnership, Jonathan no longer dreaded coming into work, wondering what system failures awaited. The risk moved from "what if something breaks and we can't fix it" to "if something breaks, we have someone in our system who can."

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- Jonathan Gallagher, Assistant Payroll Director at Hümi

