

# New approach to VA claims nets \$2.9M for East Coast Health System

Partnership leveraging advanced technology and  
deep expertise boosts VA reimbursements

## The challenge

For over a century, a prominent non-profit health system on the East Coast has been a cornerstone of community health, employing more than 14,000 across several hospitals, physician practices, and outpatient facilities.

Integral to its mission is providing exceptional care to all, including the veterans it serves.

The health system faced mounting challenges managing VA claims that threatened the ability to serve this important population effectively and recognized the need for a strategic partner with unmatched proficiency in VA revenue cycle management.

## The solution

EnableComp developed a comprehensive strategy to revitalize the health system's approach to VA claims, managing VA claims from initial claims submission all the way through final payment with a focus on yield enhancement. A dedicated team of VA revenue specialists was assigned to the health system. This team brought deep expertise in navigating the complexities of VA claims, including the nuances of different VA payers and authorization protocols.

Central to this performance turnaround was the role played by EnableComp's proprietary e360 RCM® platform — the most advanced intelligent automation technology for the complex revenue cycle in the industry. E360 RCM's built-in reimbursement modeling was used to accurately project potential revenues, while automated denial management swiftly addressed issues that previously led to lost reimbursements. The platform's underpayment identification system uncovered discrepancies that had gone unnoticed, ensuring the health system received the full reimbursement for care delivered.

EnableComp's tailored solutions **streamlined processes, reduced overhead, and recovered lost revenues, strengthening the health system's financial foundation.** This collaboration demonstrates how specialized expertise and advanced technology can resolve complex revenue cycle challenges, **ultimately enhancing the health system's capacity to serve veterans more effectively.**

