

The \$540k claim reimbursement that nearly got away

How EnableComp turned a problem VA claim into cash within 60 days

The challenge

A New York-based healthcare system challenged with underpayments and denials was struggling with a VA claim that was over 180 days old and on its way to being written off.

While they have the resources to get most commercial claims processed and paid, they don't have the technology or expertise to successfully manage their specialty revenue cycle claims, the most challenging claims which also result in the lowest and most elusive returns.

The organization doesn't typically outsource, but amid an EnableComp zero-balance review, and out of curiosity, their Patient Financial Services Director asked us to take a look.

How we did it

With only an 837 file imported into a spreadsheet, our team of experts – together with our specialized intelligent automation platform, e360 RCM® – cut through the complexity to drive a significant and unexpected outcome for the organization.

It's a common problem

Hospitals are struggling with inventory aging and denials due to:

- Staffing shortages and lack of expertise
- Payer friction from increased requirements and claim review scrutiny

Additionally, Epic, Cerner, and Meditech aren't built to model net expected reimbursement for these claims; providers don't know how much to expect, so they aim too low and end up with significant revenue leakage.

Leave it to the experts

Most healthcare organizations don't have specialty revenue cycle expertise or infrastructure ... and that's okay. With decades of intelligent automation and expertise, EnableComp is the industry leader in specialty revenue cycle management solutions. Our powerful platform is designed to optimize your Veterans Affairs, Workers' Compensation, Motor Vehicle Accidents, and Out-of-State Medicaid claims as well as denials for all payer classes – automating nearly 50% of the process for RCM leaders who want an enhanced workforce, increased collections, and accelerated cash.

Within

72 hrs

we were able to identify the problem and the path to resolution

Within **60 days** we recovered

\$540,000

> **12%** over net expected