



## CASE STUDY

# AR Management

Aged AR Slashed by Over \$85 Million in Under 6 Months



**\$85M**

reduction in Aged AR in under 6 months

**\$7M+**

total cash collections

**\$4M**

collected on accounts older than 331 days

## RESULT

### Expertise in Action:

- Aspirion's skilled clinicians and attorneys resolved aged denials, achieving a remarkable \$85 million reduction in aged accounts within six months—a 278% increase in collections

### Impressive Recoveries:

- The team recovered over \$4 million from accounts aged 331+ days and nearly \$3 million from those exceeding 361 days

### Partnership Expansion:

- Inspired by these results, the healthcare provider transitioned from a one-time project to an ongoing partnership with Aspirion

## CHALLENGE

### Overcoming Staffing Shortages:

- Severe staffing shortages left the healthcare system overwhelmed with a massive backlog of aging accounts

### Addressing Knowledge Gaps:

- A lack of in-house expertise on payer-specific guidelines hindered effective accounts receivable management

### Resolving Billing Errors:

- Persistent issues like missing modifiers, hardcopy claim submissions, and incorrect bill types for outpatient claims from CAHs compounded the challenges

## SOLUTION

Aspirion deployed a strategic blend of technical, clinical, and legal expertise, focusing on change management, partnership optimization, and proactive troubleshooting. Here's what we did:

### Rapid Learning:

- Mastered payer guidelines and implemented SOPs for the follow-up team

### Strategic Management:

- Assigned accounts by financial class, dollar range, and payer expertise

### Proactive Solutions:

- Escalated denials, engaged specialists, and resolved billing issues to prevent future problems, helping ensure proper authorization and complete claim documentation



LEARN MORE

"Aspirion is always very collaborative. They come to us with their findings. **If we need to escalate something further to a payer, Aspirion will bring those cases back to us.** They just don't sit on the inventory without doing anything; **they are always acting on things**, and I appreciate that."

**Director,  
Aspirion AR Management Client**

## About The Provider

- This major Southeastern healthcare system features 3 hospitals, 13 practices, and 30 outpatient sites, plus telehealth. It boasts nationally ranked cancer and rehabilitation centers.