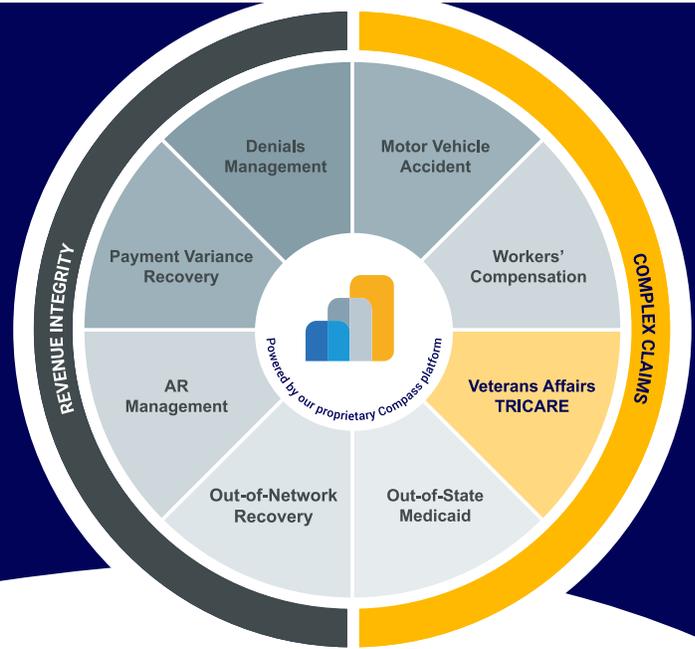




CASE STUDY Veterans Affairs

Boosted Veterans Affairs (VA) revenue by 100% in two years amid Covid-19 challenges



\$56M
in cash collections

100%
increase in VA revenue in two years

92%
claims success rate

RESULT

Doubled VA Revenue Amid Challenges

- Increased VA revenue from \$28M to \$56M in 2 years during the COVID-19 pandemic

Unprecedented Growth in VA Claims Collections

- 100% increase in VA claims collections in 2 years, contributing to a 92% claims success rate

Enhanced Processes Through Expert Guidance

- Improved internal processes due to ongoing Aspirion assessment and guidance

CHALLENGE

Staffing and Retention Struggles

- Rural staffing shortages and pandemic pressures forced the outsourcing of VA management

In-House Limitations

- Limited internal capacity drove the need for expert VA management support

Pandemic-Exacerbated Challenges

- Covid-19 worsened staffing and operational hurdles, requiring external expertise

SOLUTION

Monument Health selected Aspirion for its expertise and comprehensive approach, which included:

Comprehensive Partner Selection:

- Chose Aspirion for its VA claims expertise and FTE optimization

Holistic Approach:

- Aspirion's technology, legal and clinical expertise, and patient focus stood out

Optimized Revenue Performance:

- Aspirion's tailored solutions promised to maximize VA revenue outcomes



LEARN MORE

"Aspirion does a great job. They are definitely experts in their field. The VA is a very complex payer with a lot of rules and guidelines, and it is always evolving and changing and getting more restrictive, but Aspirion stays on top of the changes. The government doesn't want to pay and is hard to work with. The firm does a fantastic job of staying on top of nuances. Additionally, I am highly satisfied with how the firm performs in motor vehicle accidents. They do a great job with filings and everything. They also have great reports."

Director, Aspirion Veterans Affairs Client
May 2024, collected by KLAS Research



About The Provider

- Headquartered in Rapid City, South Dakota, Monument Health is a community-based health care system and Mayo Clinic Care Network member. The system includes:
- 5 hospitals & 40 medical clinics and specialty centers
- 5000+ physicians & caregivers, representing 31 medical specialties