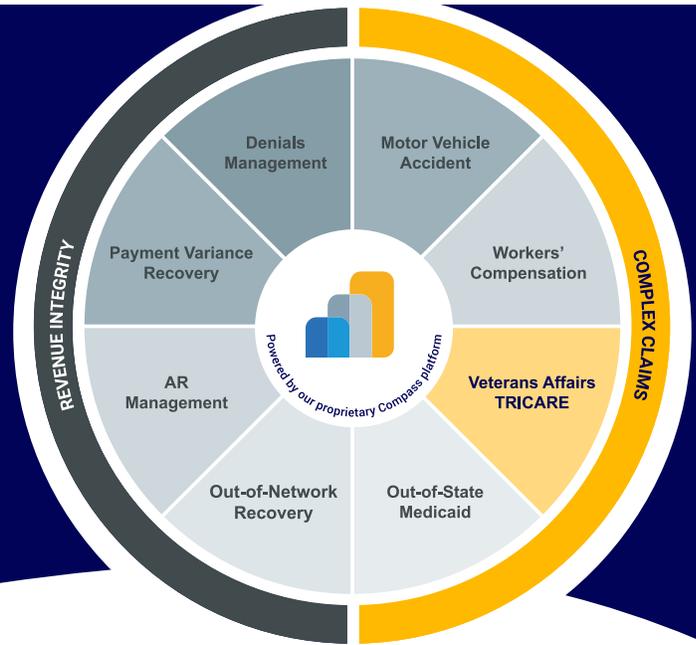




CASE STUDY Veterans Affairs

Over \$1.6 million recovered from VA claims previously denied due to timely filing



\$1.6M+
recovered from VA claims

100%
payer-notification compliance

16 Hour
average notification time

RESULT

Significant Financial Recovery:

- Recovered over \$1.6M from VA claims previously denied due to late 72-hour notifications

Exceptional Compliance Achieved:

- 100% compliance with payer-notification requirements resulting in 16-hour average notification time

Enhanced Operational Efficiency:

- Improved efficiency through streamlined workflows and documentation

CHALLENGE

Notification Process Challenges:

- Systemic problems in the provider's notification process prompted significant financial losses due to failure to submit timely 72-hour notifications for patient VA claims

Impact on Patient Relationships:

- Delays led to strained patient-provider relationships, as patients faced uncertainties and potential disruptions in their care due to administrative shortcomings

Resource Constraints in Managing Specialized Claims

- Resources were stretched, preventing the hospital from effectively managing specialized claims

SOLUTION

The system partnered with Aspirion to streamline VA claims with clean submissions, timely follow-ups, and adherence to the 72-hour notification process using real-time technology to ultimately ensure the following:

Automated Work Queue:

- Claims entered the system via a work queue when patient information is linked to a payer

Rapid Response:

- Notifications averaged 16 hours post-admission, far exceeding the 72-hour requirement

Tracking System:

- Daily reviews ensured proper authorization and complete claim documentation



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, Veterans Affairs Client
September 2024, collected by KLAS Research



About The Provider

- This leading nonprofit, integrated health system based in the Midwest delivers comprehensive healthcare services across 10 hospitals, 48 primary care clinics, and numerous specialty clinics, and includes 2,400 affiliated providers.