



CASE STUDY Zero-Balance Review

180% More Revenue—Same Claims, More Recoveries with Our Secondary Zero-Balance Review



180%

revenue lift above primary vendor

\$2.2M

recovered within initial 9 months

\$1.79M

beyond Epic's expected reimbursement

RESULT

Superior Recovery:

- Recovered \$1.8M from identical claims pool—180% more than previous vendor's \$1M—earning Aspirion the primary position

Accelerated Financial Impact:

- Exceeded previous primary vendor's entire four-year total of \$1.7M by recovering \$2.2M within initial nine months

Uncovered Hidden Underpayments:

- Pursuing \$1.79M in additional underpayments missed by Epic

CHALLENGE

Revenue Recovery Gaps:

- Narrow focus limited to higher-dollar underpayments by the primary vendor left significant revenue unrecovered

Insufficient Analysis:

- Primary vendor reporting failed to identify systematic underpayment patterns and provide actionable intelligence to prevent revenue leakage

Financial Pressure:

- Healthcare's thin operating margins and complex payer methodologies required more thorough revenue optimization approaches

SOLUTION

Through the RFP process, industry-leading Aspirion replaced the primary vendor based on three key differentiators:

Comprehensive Review:

- Identified previously missed underpayments across all claim values and complexity levels as secondary reviewer

Complete Revenue Capture:

- Recovered previously neglected lower-dollar underpayments—no cherry-picking

Actionable Intelligence:

- Delivered root-cause analysis with practical improvement recommendations for prevention



LEARN MORE

"The **Aspirion experience and expertise** in revenue cycle under Managed Care contracts was **invaluable for our team**. They had a great deal **more success** on our Managed Care 'zero balance' accounts **than any other vendor** that we have ever used. The Aspirion contingency-based pricing showed the confidence they have in their work."

VP Revenue Cycle,
Aspirion Payment Variance Recovery Client

About The Provider

- Leading not-for-profit health system serving the Pacific Northwest, which encompasses 300+ care locations across primary, urgent, pediatric, and specialty services, plus 13 hospitals
- Utilizes Epic EHR system