



CASE STUDY

Workers' Compensation

One routing fix added \$928K a month in collections



\$3M

avg. monthly collections after rerouting

44%+

increase in avg. monthly collections

\$928K

more collected monthly vs. prior year

RESULT

Increase in Monthly Collections:

- Average monthly collections rose from \$2.1M to \$3M after the routing correction, adding \$928K per month over the prior year

Higher Volume, No Backlog:

- An average of 800 additional claims are placed each month and worked without delay

Aged Claims Eliminated:

- No accounts in the queue are more than a year old, reducing timely filing risk

CHALLENGE

Claims Held Without the Right Expertise:

- The client's early-out vendor kept workers' comp accounts after coverage was identified, but lacked the expertise to resolve them quickly

No Visibility Into Expected Payment:

- Without fee schedule resources or escalation support, staff couldn't verify what payers owed, so underpayments went unchallenged

Misrouted Claims Went Unnoticed:

- Workers' comp claims sat in a work queue with no process to flag them for specialized handling

SOLUTION

The health system partnered with Aspirion to put its workers' comp claims in specialized hands from day one. The approach included:

Routing Correction at the Source:

- Aspirion found the queue holding misrouted claims, and the client began routing them directly to Aspirion

Expert Fee Schedule Navigation:

- Fee schedule and clearinghouse access confirmed expected payment and recovered underpayments

Day-One Claim Resolution:

- New placements are worked immediately, with capacity to absorb the added volume



LEARN MORE

"I have worked with Aspirion for years, and every interaction has been positive. If I ever have any concerns or questions, the firm is always very responsive and easy to work with. I highly recommend their services."

Director, Complex Claims Client

July 2026, collected by KLAS Research



About The Provider

Regional health system serving communities across a multi-state area. Nationally recognized for quality care, this organization operates a network of hospitals, clinics and providers focused on delivering excellent care close to home.



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