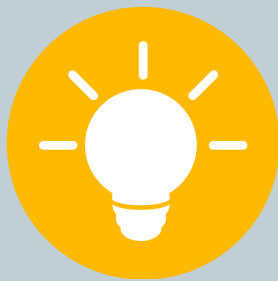




CASE STUDY

Motor Vehicle Accident

Medical Center doubles revenue by maximizing Motor Vehicle Accident claims



Did you know?

Automobile accident patients commonly become classified as “self-pay” despite available automobile insurance policies that could pay 100% of billed charges.

At a Glance

Challenges

- Lack of communication and limited patient access training
- 3-year revenue recovery plateau

Results

- 144% increase in MVA collections in 3 years
- 196% increase in MVA placements in 3 years
- 37% increase in collections in the first year with Aspirion

144%

increase in MVA collections

196%

increase in MVA placements

Challenge

The hospital already had a leading national vendor managing its motor vehicle accident (MVA) accounts - but the results had plateaued for three straight years leaving the facility wondering how much revenue it was missing.

Lack of communication and limited patient access training kept the hospital from achieving the sufficient reimbursement on MVA claims. The current vendor had let revenue slip and the hospital often handled claims after the vendor returned them - which was inefficient and time-consuming. The hospital needed a partner that was committed to seeing claims through to completion. The dissatisfaction with their vendor led them to Aspirion.

Solution

The hospital's revenue cycle management team was immediately impressed by Aspirion's services. While other vendors address only the most profitable accounts, Aspirion worked all of them - going above and beyond to find connections that led to faster reimbursement.

The hospital's former vendor often filed a lien for third-party liability, forcing the hospital to

wait 12-18 months for reimbursement. Aspirion pursued first-party insurance coverage, taking on the difficult work of tracking down payments - which eliminated hassle and proved more beneficial for the hospital.

To supplement claims management, Aspirion also offered complimentary, unlimited patient access training to the hospital. The training helped the hospital's patient access team understand which questions to ask to uncover information that could easily be overlooked. Because patient access staff has a high turnover rate, the continued training was critical for ensuring everyone knew the best way to identify and manage MVA claims.

Aspirion provided ongoing training to meet the hospital's needs. The complimentary sessions empowered the patient access team to expand its definition of what was classified as a motor vehicle accident.

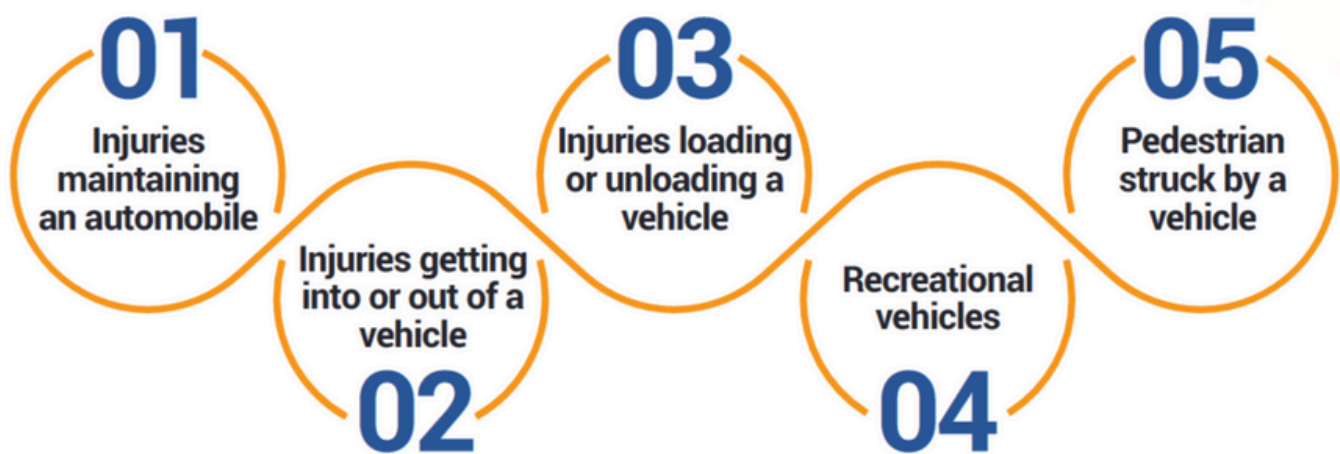
About the Hospital

Situated in Georgia, this nonprofit hospital has been a cornerstone in its community and neighboring areas for decades. Boasting over 100 beds and a workforce exceeding 1,000, this short-term acute-care hospital provides top-notch, patient-centered care. Services include 24-hour emergency care and a comprehensive range of major medical, surgical, and diagnostic services.

Aspirion also provided assistance with coordination of benefits (COB), multiplying collection opportunities under expanded MVA definitions. If a claim could not be settled with first-party insurance, Aspirion exhausted every avenue possible to ensure that the hospital had all the COB information it needed to file with health insurance and eliminate denials and pending claims.

Through effective communication and training, Aspirion created a partnership that supported the hospital's revenue cycle management team and enabled them to collect on some of their most complex claims.

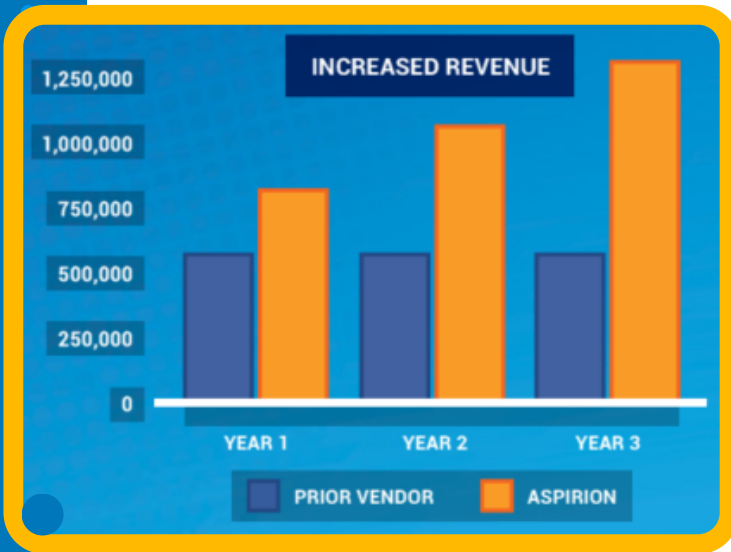
With Aspirion's guidance, the hospital was able to accurately identify MVA claims eligible to be covered by auto insurance, including:



Results

When the Aspirion team started processing claims at the beginning of the partnership, the previous vendor had averaged \$420K annually in revenue. By the end of the first year with Aspirion, the hospital saw that number grow to over \$585K - reflecting a **37%** increase in collections.

Under the expanded definition of MVA claims taught by Aspirion, the hospital's patient access team was able to identify three times more motor vehicle accidents than the previous year - leading to improved collections.



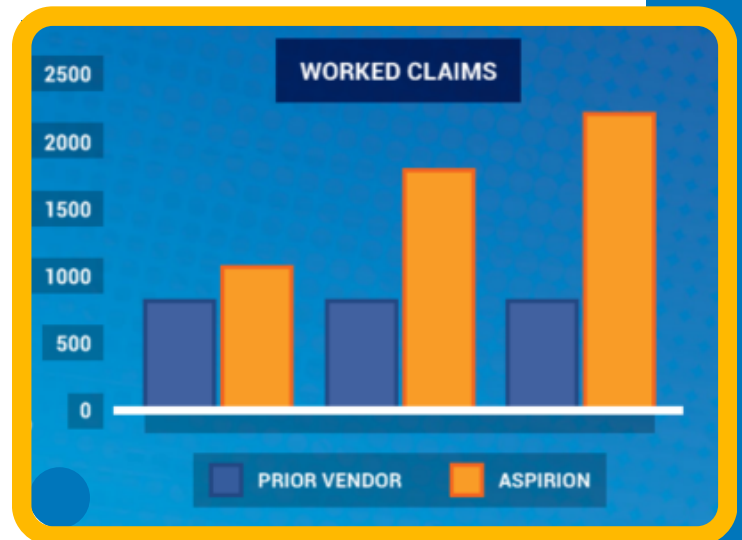
Although the hospital's team recognized that their previous vendor had not been providing sufficient results, they did not realize what they were missing until Aspirion provided its expertise and dedicated support.

Aspirion aided the hospital's commercial billing department and built an ongoing relationship that maximized success for both organizations.

Within just 3 years, the hospital's MVA claims revenue increased by **144%** and MVA placement increased by **196%**.

Through seamless communication and commitment to success, Aspirion became an extension of the hospital's team resulting in a lasting relationship that continued to produce annual growth.

If your complex claims vendor is letting revenue slip, ignoring vital COB processes, or requiring extra work, partner with Aspirion to achieve maximum revenue results.



Engage with Us

 866.621.3601

 info@aspirion.com

 www.aspirion.com