CASE STUDY

Motor Vehicle Accident (MVA)
Over 25% increase in collections in first 6 months of partnership

AT A GLANCE

Challenges

- Healthcare system faced anemic collections in recent years

- Insufficient reporting kept provider in the dark on many issues

- Disjointed MVA process left patients confused and money on the table

Results

- 25.6% increase in MVA claims collections in first 6 months with Aspirion—surpassing years of collections with previous vendor, leaving CFO "pleased as punch"

- Healthcare leaders astounded by level of reporting & transparency, impressed with account aging status & appeals preparation

- Created automated payments out of Epic, allowing for steady, predictable cash flow

About the Healthcare System

As a prominent non-profit medical center in Mountain West, the healthcare system provides 200+ inpatient beds & emergency care; cancer, heart & vascular institutes; 200+ long-term care & assisted-living units; and numerous outpatient clinics.

25%
increase in MVA claims collections in first 6 months

Challenge

Using a previous vendor, the healthcare system was frustrated by lackluster collections and a dearth of sufficient reporting. The provider also had concerns about the time and staff needed for a new implementation, while negotiating the intricacies of having access to the legacy data for continued workflow. In addition, a second implementation would be needed to add Epic software to their systems.

Solution

The solution involved a combination of technical and MVA expertise; an intricate comprehension of the legal and practical issues involved; thorough training for provider teams; and collaboration with provider executives, their IT team, and the local attorney community. Aspirion took the following steps to remedy the situation:

1

Hassle-Free Implementations
Aspirion's pre-formatted Epic data specifications enabled smooth implementations without burdening the provider's IT team.

2

Training & Reporting
Aspirion provided thorough, onsite training for the provider, as well as never-before-seen transparent reporting that the client was able to use to pinpoint the status of specific accounts, from aged accounts to appeals.

3

Compliance and Staff/Community Relations
Aspirion's legal team ensured the health system's patient data was stored according to regulatory requirements, adhering to its HITRUST® Risk-based, 2-year (r2) Certification. The team cultivated positive relationships with local hospitals and attorneys, and sent patient-friendly vendor intro letters, addressing gaps left by the previous vendor.

Results

Aspirion's MVA, technical, & legal expertise, holistic understanding of the issues, and collaboration with local hospitals and attorneys led to a **25.6% success rate increase** with **$400K collected in just 6 months with Aspirion—surpassing years of collections with previous vendor.**