



## CASE STUDY

# Zero-Balance Review

\$2.2M Recovered: Outperforming Initial Vendor's 4-Year Total in Just Nine Months

## AT A GLANCE

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### Challenges

- Limited zero-balance review (ZBR) scope and breadth
- Absence of root-cause analysis and actionable reporting
- Narrow recovery focused on high-dollar claims
- Complex reimbursement environment with tight margins and intricate payer methodologies

### Results

- Recovered \$2.2M in just nine months as the secondary reviewer—surpassing the previous primary vendor's four-year total of \$1.7M
- Identified 160% more in missed revenue, going above and beyond by exposing significant gaps in the primary vendor's processes
- Currently pursuing an additional \$4.5M in validated underpayments, further maximizing client revenue potential

### About the Healthcare System

As a not-for-profit organization serving the Pacific Northwest, this healthcare leader operates eight hospitals and boasts a Net Patient Revenue of \$4.3 billion. Powered by Epic EMR, the system is dedicated to advancing excellence in patient care through a well-integrated network.

**\$2.2M**

RECOVERED IN  
FIRST 9 MONTHS

## Challenge

The health system's long-standing ZBR vendor was underperforming as they shifted focus to end-to-end outsourcing—a fact confirmed when Aspirion was brought on as a secondary reviewer and identified 60% more missed revenue through secondary review compared to the primary vendor's findings.

Critical issues included limited underpayment review scope, lack of root-cause analysis, and recovery efforts focused on higher-dollar claims. With industry pressures from tightening margins and increasingly complex payer methodologies, the health system needed a partner capable of comprehensive, data-driven recovery and underpayment prevention strategies.

## Solution

After a thorough RFP process, the health system selected Aspirion as its exclusive ZBR partner based on three distinctive strengths:

- 1. Comprehensive Review Scope:** Identified and recovered previously missed lower-value and complex underpayments, in addition to high-dollar claims.
- 2. Actionable Analytics:** Provided root-cause analysis and reporting for practical improvement recommendations and executive updates to prevent future payment variances.
- 3. Complete Revenue Recovery:** Demonstrated value by uncovering and recovering previously neglected lower-dollar underpayments, ensuring no revenue was left behind.

Implementation proceeded seamlessly through Aspirion's structured framework, with collaborative meetings ensuring smooth Epic integration while prioritizing immediate recoveries. This relationship-focused approach established the foundation for an effective, results-driven partnership that continues to deliver extraordinary value.

## Results

The Aspirion partnership delivered exceptional financial outcomes:

### Dramatic Recovery

- Delivered a significant revenue boost with \$2.2 million recovered in just nine months, compared to the previous vendor's \$1.7 million over four years.

### Reimbursement Optimization

- Building upon our initial findings and validating calculation methodologies, Aspirion is now actively pursuing an additional \$4.5 million in recoveries.

## Engage with Us



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