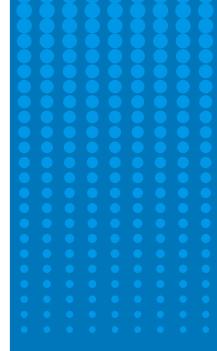


# **CASE STUDY**

Monument Health Boosts Veterans Affairs (VA) revenue by 100% in two years amid Covid-19 challenges



"Aspirion continues to surpass our expectations in every way. Our VA revenue has grown dramatically, even with the added Covid obstacles, proving that the Aspirion team is top-notch in what they do."

JASON NESBIT, MHA, FACHE Director, Patient Financial Services, Monument Health

# AT A GLANCE

# Challenges

- Staffing roadblocks.
- Inability to effectively resolve VA claims in house.
- Poor VA revenue recovery performance.
- Repercussions of the Covid-19 pandemic.

## **Results**

- Increase in VA revenue from \$28M to \$56M in 2 years during the Covid-19 pandemic.
- 100% increase in VA claims collections in 2 years during the Covid-19 pandemic.
- Improved internal processes due to ongoing Aspirion assessment and guidance.

IN CASH COLLECTIONS

\$56M

# 100%

INCREASE IN VA REVENUE IN 2 YEARS

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#### **CHALLENGE**

Staffing shortages, recruiting, and retention challenges in rural South Dakota initially led Monument Health to outsource its Veterans Affairs (VA) management. The Covid-19 pandemic exacerbated these challenges.

Recognizing its current in-house team lacked the bandwidth to elevate VA management performance, Monument Health's leaders sought a partner with proven expertise in maximizing VA revenue and operational efficiency.

#### SOLUTION

Following the evaluation of several VA services partners and the recommendation of its vendor management partner, Monument Health selected Aspirion. This decision was a result of Aspirion's extensive knowledge of the nuances of VA claims management as well as the significant full-time equivalent (FTE) allocation that would optimize its VA revenue performance.

Monument Health was also impressed with Aspirion's holistic approach combining proprietary technology-infused workflows, legal and clinical professional assessment, and superior patient relations.

#### **About Monument Health**

Headquartered in Rapid City, South Dakota, Monument Health is a community-based health care system and Mayo Clinic Care Network member. The system includes:

- 5 hospitals & 40 medical clinics and specialty centers
- 5000+ physicians & caregivers, representing 31 medical specialties

## RESULTS

Although Monument Health anticipated a revenue lift to come from the Aspirion partnership, the results exceeded expectations. Not only did Monument Health experience huge gains in revenue, it also improved its internal processes as a result of Aspirion's assessment and guidance.

In just two years, Aspirion's intelligent VA Claims Management services achieved a 100% increase in VA revenue. Even with the unprecedented Covid-19 challenges in 2020 and 2021, Aspirion collected \$56M from VA claims compared to the \$28M collected in 2019.

## Engage with Us

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