



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

\$56M

in cash
collections

100%

increase in VA revenue in
two years

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

www.aspirion.com | info@aspirion.com | 866.621.3601