

# Maximize insurance discovery reimbursement by converting uncompensated care into billable patients.

## Challenge

For one large healthcare provider with more than 50 facilities across a dozen states, the management team had a frustrating problem—they didn't know what they didn't know when it came to recovering more revenue through insurance discovery. Office Ally offered them a no-cost assessment to validate existing workflows and vendor performance. A sample of five locations revealed that both the workflows and vendors were underperforming, leading to revenue loss and missed opportunities for billable patients.

## Solution

- 1 Free assessment showed deficiencies in every insurance category and significant revenue leakage.
- 2 Office Ally successfully validated current workflows, minimized inefficient workflow components, and suggested improvements for underperforming vendors.

“ When we engaged Office Ally to help validate our existing workflow and audit existing vendor performance, we found that we were operating below our goals. Office Ally identified more than 200 percent more eligible claims than we realized, boosting our profitability and effectiveness by a large degree.

— VP of Revenue Cycle Management

## Conclusion

As a result of the assessment, this prominent nationwide health system integrated the Office Ally Insurance Discovery product into their workflows to maximize their revenue and convert uncompensated care into billable patients.

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## Results

**248% increase**  
in billable charges

**\$15.6 million of billable charges** identified

**\$893,941 of charges at risk** from timely filing deadline (charges within 60 days of deadline)



### About Office Ally

More than 80,000 healthcare organizations of all sizes trust Office Ally as a healthcare payments solutions partner.