



# How a major hospital network achieved 9.5x ROI with coverage discovery.

## Challenge

A major hospital network operating multiple facilities across several states faced a common but costly challenge: uncompensated care and missed insurance coverage were eroding revenue. Despite having internal processes and existing vendor relationships in place, the organization's leadership suspected they were leaving significant money on the table. They needed a partner who could validate their current workflows, uncover hidden coverage, and recover revenue that was slipping through the cracks.

## Solution

1. Conducted a free assessment to evaluate existing workflows and vendor performance, revealing significant gaps in insurance coverage identification and revenue leakage.
2. Deployed Office Ally's Insurance Discovery to identify billable coverage for patients previously classified as self-pay or uncompensated care.
3. Over two years of partnership using a performance-based fee structure, Office Ally delivered consistent results — recovering \$9.50 for every \$1 invested.

## Conclusion

What began as a free assessment has grown into a two-year partnership that continues to deliver. This major hospital network has fully integrated Office Ally's Insurance Discovery product into their revenue cycle operations, consistently turning uncompensated care into reliable, billable revenue.

“Over the past two years, Office Ally's Insurance Discovery program has become a critical part of our revenue cycle strategy. We've achieved a 9.5x return on investment and recovered reimbursement dollars that would have otherwise been written off.

VP of Revenue Cycle Management

## Results

**9.5x** ROI on every dollar invested

**\$5.5+** million in total revenue recovered

**\$260K+** average monthly recovery

**6,500+** payment transactions processed

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