



## How a prominent East Coast health system recovered \$3.5 million in Medicare underpayments in just a few weeks.

### Challenge

A health system processing 20,000+ Medicare discharges annually already had a vendor in place to monitor Transfer DRG claims for underpayments. However, leadership suspected their current solution wasn't catching everything. With 40–50% of Medicare discharges coded as transfers, and 1–3% of those coded incorrectly, even small gaps in identification meant significant lost reimbursement under CMS' Post-Acute Care Transfer Policy.

### Solution

1. Office Ally conducted a free assessment alongside the existing vendor's results, revealing missed transfer DRG claims and additional reimbursement opportunities that had gone unidentified
2. Deployed Office Ally's Medicare Underpayment Recovery (MUR) to systematically find and recover underpayments the existing process was missing.
3. Within weeks of contract execution, Office Ally had recovered 95%+ of newly identified transfer DRG claims, proving the gap was larger than the health system realized.

### Conclusion

By partnering with Office Ally, this health system uncovered a significant blind spot in their revenue cycle. MUR now operates alongside their existing processes, ensuring no transfer DRG underpayment goes unrecovered.

“ Office Ally's assessment showed us how much revenue we were still leaving on the table. MUR recovered millions in transfer DRG underpayments that would have otherwise gone unnoticed.

VP of Revenue Cycle Management

### Results

**\$3.5 million** recovered in Medicare underpayments missed by the existing vendor

**95%+** of identified transfer DRG claims recovered

### Results delivered

within weeks of contract execution

Get Started Today

360-975-7000 | [OfficeAlly.com/MUR](https://OfficeAlly.com/MUR)

 Office Ally