



Recovering Medicare Underpayment Revenue with Office Ally

Office Ally ensures maximized Medicare underpayment recoveries and gives a regional hospital peace of mind that nothing is slipping through the cracks.

About the Hospital

- 1** This full-service, acute care hospital has delivered exceptional care to its community for more than 50 years.
- 2** The hospital provides care to more than 200,000 patients every year.
- 3** Using MUR from Office Ally since 2022.

When patients are discharged to a post-acute care facility, it's crucial for health systems and hospitals to identify claims that failed to transfer under Medicare's post-acute-care transfer (PACT) rules. Without this identification, hospitals could be at risk for underpayments—losing money that rightfully belongs to them. In fact, underpayments for Medicare include a shortfall of \$75.6 billion, meaning hospitals receive payment of only 84 cents for every dollar spent by hospitals caring for patients with Medicare.¹

The Search for Lost Payments

A regional hospital was looking to improve their Medicare underpayment recovery (MUR) and transfer diagnosis-related groups (DRG) solution. “We knew there was room for improvement in the amount of money that we could capture,” said the hospital's billing manager.

Not only was their old MUR/transfer DRG solution slow, it didn't meet their customer service needs. “They were not asking us for our accounts; they were just taking them,” the billing manager recalled about their former partner. “And they were not responding to any of our messages. . . . It left us feeling taken advantage of.”

That's when their revenue cycle director found Office Ally. “The customer service at Office Ally is fantastic and has been from the very start,” the billing manager said. “Our Office Ally representative is very honest and understanding, and the program is fast and transparent.”

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 Office Ally™

A History of Success and Trust

Having been “burned badly” by their previous MUR/transfer DRG solution, the hospital team felt hesitant to work with a new company. However, they were pleased to find the Office Ally team has a storied track record of success. “They’ve been around for more than fifteen years, and they are a well-known name and a trustworthy partner,” the billing manager said.

The revenue cycle department was impressed by the Office Ally team’s achievements, including \$2 billion in underpayments recovered and 99.89 percent paid claims success rate, along with their commitment to quality service. “No upfront fees and their commission policy also means so much to us. I just feel that they are there for us, no matter the question we have or item we need,” the billing manager added.

A True End-to-End Process

Between their deep understanding of the Medicare system, rules, and regulations and the true end-to-end process, Office Ally helps hospital teams save time and work more efficiently. “With this type of recovery, we don’t really have to do much,” the billing manager said. “We just send account information and then Office Ally does all the rebilling. They do everything and we just get the money.” The process is quick, easy, and efficient—and, according to the billing manager, the customer service is “truly exceptional.”

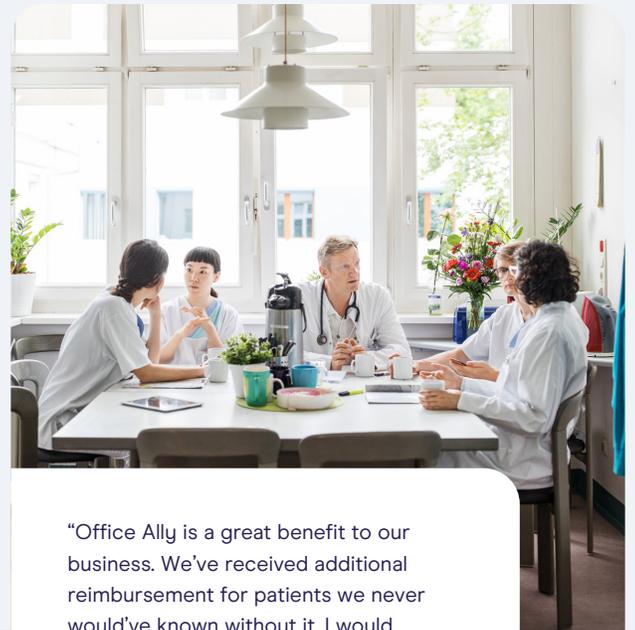
The billing manager also enjoys the level of detailed reporting. Office Ally provides client-level access via dashboard of eligible underpayment claims so the process

is not only fast, but transparent. “We can see everything and know Office Ally is there and actually working for us,” she added.

A Great Benefit to Business

The regional hospital is happy that partnering with Office Ally enables them to recover payments that would’ve otherwise been lost. From retrospective filing to due diligence to detailed reporting, this MUR/transfer DRG solution is helping the team recover money at a rapid rate. “Office Ally is a great benefit to our business,” said the billing manager. “We’ve received additional reimbursement for patients we never would’ve known without it. I would recommend it to anyone!”

¹ <https://www.aha.org/fact-sheets/2020-01-07-fact-sheet-underpayment-medicare-and-medicaid>



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Billing Manager

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