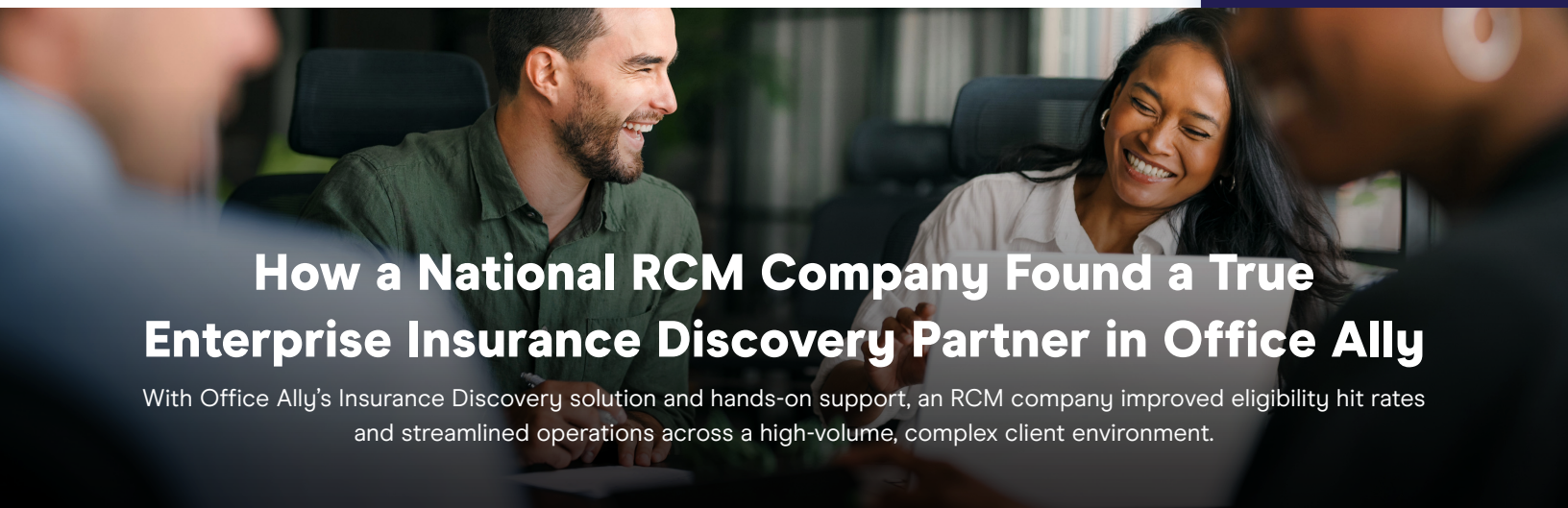




How a National RCM Company Found a True Enterprise Insurance Discovery Partner in Office Ally

With Office Ally's Insurance Discovery solution and hands-on support, an RCM company improved eligibility hit rates and streamlined operations across a high-volume, complex client environment.

An RCM company supporting hospitals and healthcare organizations nationwide through technology-enabled financial and administrative services.

Solutions:

- Insurance Discovery
- Implementation & Onboarding Support
- Ongoing Customer Service

After struggling through rising costs and performance challenges with a previous vendor, the organization was ready to make a change. With Office Ally, they found a responsive partner focused on performance, flexibility and genuine support.

The Search: Finding a Partner to Match Enterprise-Scale Complexity

A national healthcare revenue cycle management company provides technology-enabled financial and administrative services to hospitals and health systems across the country. Its teams manage large-scale revenue cycle operations with high claim volumes and a broad payer mix. To keep reimbursement workflows moving for clients, the company must maintain high levels of accuracy and timely coverage verification.

As claim volumes and payer complexity grew, the company wanted a partner who could keep pace, with stronger hit rates, faster turnaround and a more responsive team behind it.

Objectives

When searching for an ideal partner via an RFP process, the RCM company identified what mattered most:

- **High hit rates:** Higher eligibility hit rates and more accurate insurance discovery
- **Fast implementation:** Up and running in weeks, not months

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- **Useful partnership:** Responsive customer service and issue resolution
- **Strategic automation:** Reduced manual effort for operational teams
- **Customization:** Flexible workflows tailored to operational needs

Solutions

Insurance Discovery

During the evaluation process, the RCM company ran test files with Office Ally and saw higher hit rates compared with its previous solution. After adopting Insurance Discovery, those stronger results continued, particularly for difficult accounts with hard-to-find coverage.

According to one of the team's senior managers, the stronger results helped the team work through its existing backlog and improve the speed at which it identified coverage

The RCM company has benefited from Office Ally's streamlined workflows, created with pre-configured logic specifically for eligibility searches. Their higher hit rate means fewer manual payer searches, freeing up the team to focus on higher-value tasks.

Fast Implementation and Onboarding

With a tight one-month transition timeline, the RCM company needed to onboard thousands of users within weeks, and Office Ally delivered.

Office Ally provided ready-to-use implementation templates, helping the organization complete the transition in less than a month.

During implementation, Medicaid released critical policy changes that would likely impact the RCM organization's clients. To keep these updates from getting lost in the shuffle, Office Ally brought them to the team's attention, all while providing transition support.

When implementation issues arose, the Office Ally team responded quickly and worked closely with the customer to resolve them.

Ongoing Customer Support

The RCM company continually emphasizes the difference in customer service they now receive. More than once, they've requested a phone call and been on the line with the Office Ally team within the hour.

The company's IT Project Manager has also been able to instruct team members to reach out to the Office Ally team directly for calls and questions. With direct access to support, they no longer have to serve as a middleman between the two teams, and updates to the system can be made quickly.

The customer also highlighted Office Ally's flexibility and willingness to adapt workflows and processes to fit its operational needs.

Results

It's early in the partnership, but results are already clear. The company is finding more eligibility matches while eliminating a large portion of manual work.



By reducing manual reporting and payer searches, the team reclaimed time that could be redirected to higher-priority work.

For the company, the biggest differentiators in the new partnership are responsiveness and flexibility. Their increased operational efficiency has been key to success.

The company reported meaningful gains in operational efficiency, along with increased revenue associated with improved eligibility discovery.

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Ready to improve insurance discovery performance and reduce manual work? Learn more about Office Ally's trusted [Insurance Discovery solution](#).



Office Ally is easy to work with and very attentive and responsive. They're willing to roll up their sleeves and really help with any challenges.

Operations Leader

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