

## MONUMENT HEALTH

Boosts Veterans' Affairs revenue by 62% in one year with Aspirion

### About Monument Health

Headquartered in Rapid City, South Dakota, Monument Health is a community-based health care system and Mayo Clinic Care Network member. The system includes:

- 5 hospitals & 40 medical clinics and specialty centers
- 5000+ physicians & caregivers, representing 31 medical specialties

#### AT A GLANCE

##### Challenges

- Staffing roadblocks.
- Inability to effectively resolve VA claims in house.
- Poor VA revenue recovery performance.

##### Results

- 62% increase in VA claims collection in one year.
- \$17M increase in cash collections in one year.
- Improved internal processes due to ongoing Aspirion assessment and guidance.

#### CHALLENGE

Staffing shortages, recruiting, and retention challenges in rural South Dakota initially led Monument Health to outsource its Veterans' Affairs (VA) management.

Recognizing its current in-house team lacked the bandwidth to elevate VA management performance, Monument Health's leaders sought a partner with proven expertise in maximizing VA revenue and operational efficiency.

#### SOLUTION

Following the evaluation of several VA services partners and the recommendation of its vendor management partner, Monument Health selected Aspirion. This decision was a result of Aspirion's extensive knowledge of the nuances of VA claims management as well as the significant full-time equivalent (FTE) allocation that would optimize its VA revenue performance.

Monument Health was also impressed with Aspirion's holistic approach combining proprietary technology-infused workflows, legal and clinical professional assessment, and superior patient relations.

#### RESULTS

Although Monument Health anticipated a revenue lift to come from the Aspirion partnership, the results exceeded expectations. Not only did Monument Health experience huge gains in revenue, it also improved its internal processes as a result of Aspirion's assessment and guidance.

**In just one year, Aspirion's intelligent VA Claims Management services achieved a 62% increase in VA revenue. Even with the unprecedented Covid-19 challenges in 2020, Aspirion collected \$45M from VA claims compared to the \$28M collected in 2019.**

\$17M

INCREASE IN  
CASH COLLECTIONS

62%

INCREASE IN  
VA REVENUE



*"Aspirion continues to surpass our expectations in every way.*

*Our VA revenue has grown dramatically, even with the added Covid obstacles, proving that the Aspirion team is top-notch in what they do."*

#### JASON NESBIT, MHA, FACHE

Director, Patient Financial Services  
Monument Health