

ASPIRION 

# Case Study

## Finding Lost Revenue: **Eligibility & Enrollment Services Improve Reimbursement**

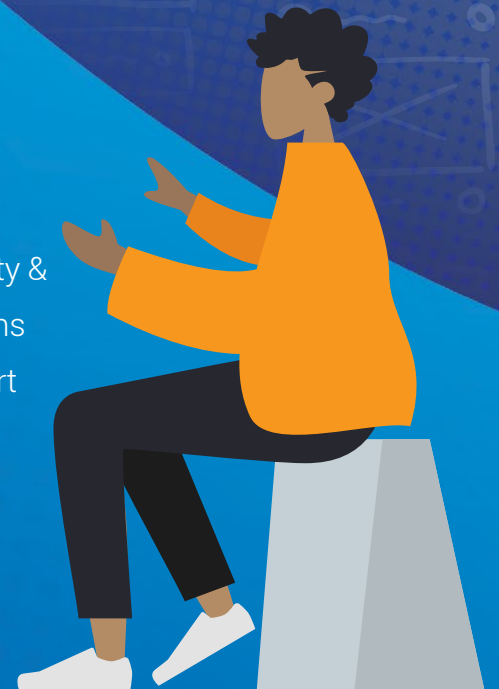


### Summary

Hamilton, Ohio-based Fort Hamilton Hospital enlisted Aspiron's Eligibility & Enrollment (E&E) Services to assist in determining Medicaid qualifications for self-pay patients. As a 310-bed hospital in the Kettering Network, Fort Hamilton did not have the bandwidth to screen individual patients for potential reimbursement opportunities, but by partnering with Aspiron, the facility saw a sharp revenue increase within months.

### Challenge

To determine Medicaid eligibility and/or identify other reimbursement opportunities, Fort Hamilton attempted to screen eligible patients directly, but they were often discharged before screeners could reach them. After they are discharged, patients are significantly harder to engage—which means reimbursement results suffer. Fort Hamilton's staff also realized that constant patient screenings kept them from their core mission of delivering exceptional patient care. Given the challenge of screening patients pre-discharge—and the laborious back-end responsibility of processing the related applications—Fort Hamilton leadership enlisted the support of Aspiron's E&E team.



# Partnership

Aspirion almost instantly eliminated the burden on Fort Hamilton's staff. By utilizing on-site caseworkers to screen self-pay patients using referrals from the Utilization Management Team and financial counselors, Aspirion was able to complete the excessive screenings that had been holding the Fort Hamilton team back. Unlike many other vendors, Aspirion staffed not only the inpatient self-pay population, but also the outpatient and Emergency Department. While this required more resources, it provided better in-house patient screening capture and significantly higher yield to the hospital.

Through ongoing analysis of patient flow during the initial months of the partnership, Aspirion identified peak ED volumes to adjust staffing levels, ensuring maximum availability as self-pay patients presented themselves. Beyond simply shifting existing resources, Aspirion further identified that additional staffing could extend on-site coverage and produce even more meaningful results. As a result, Aspirion provided caseworker coverage until 8:00 p.m. every weekday and added weekend staff for eight hours per day, without increasing Fort Hamilton's fee rate.

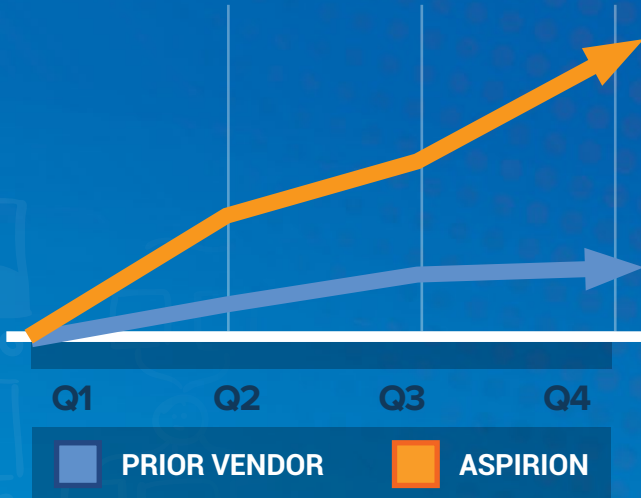
## Results

By staffing the inpatient and emergency rooms more completely and during peak volumes, Aspirion significantly increased Fort Hamilton's successful screenings, which led to more approved Medicaid applications. Applications rose by 13%, while the average size of application grew by 19%. Fort Hamilton's resulting collections grew by more than 30%. As an added benefit, Fort Hamilton's staff was able to focus more completely on patient experience and care.

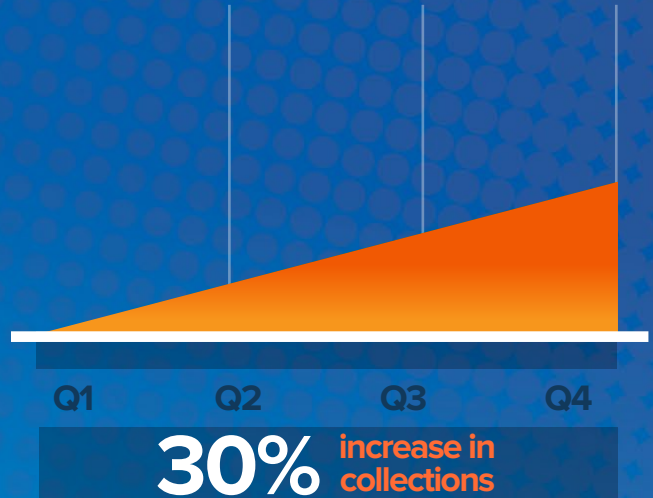




## FORT HAMILTON'S SCREENINGS



## MEDICAID APPLICATIONS



Eligibility & Enrollment Services require one-on-one interactions with patients—which is something large hospitals rarely have the bandwidth to do well. Unfortunately, sacrificing patient screening for the sake of efficiency negatively impacts reimbursement success rates. Aspirion's E&E Services are designed to thoroughly engage with patients based on the unique attributes of our clients and their patient populations. After a solution is implemented, Aspirion takes additional steps to ensure its success, even if that means making adjustments to yield better results.

Aspirion does not cherry-pick the high-dollar inpatient referrals like some competitors. We deploy our highly trained and knowledgeable staff that go above and beyond to serve clients' self-pay patients. We understand the nuances of eligibility and enrollment, and we're committed to pursuing the avenues that will lead to maximum coverage of your self-pay population.

**To learn  
more about our  
Eligibility & Enrollment  
Services, visit our website.**

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