

ASPIRION 

# Case Study

# Maximizing MVA Claims: **Georgia Medical Center Doubles Revenue**



## Summary

Newton Medical Center (NMC) in Conyers, Georgia already had a leading national vendor managing its motor vehicle accident (MVA) accounts—but the results had plateaued for three straight years, leaving the facility wondering how much revenue it was missing. NMC turned to Aspirion for better assistance, increased communication, and more commitment.

## Challenge

Lack of communication and limited patient access training kept NMC from achieving sufficient reimbursement on MVA claims. The current vendor had let revenue slip, and NMC often handled claims after the vendor returned them, which was inefficient and time-consuming. NMC needed a partner that was committed to seeing claims through to completion. The dissatisfaction with their vendor led NMC to Aspirion.

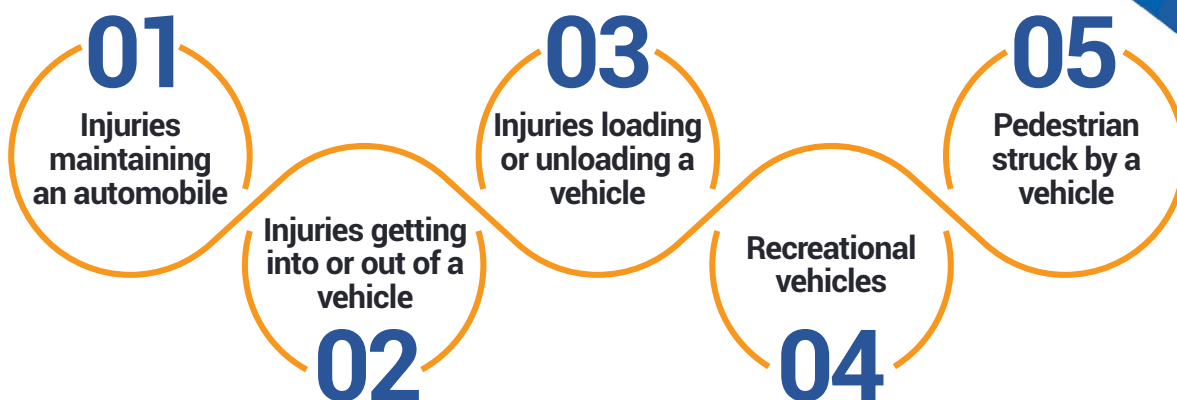


# Partnership

Newton Medical Center's RCM staff was immediately impressed by Aspirion's service. While other vendors address only the most profitable accounts, Aspirion worked all of them—going above and beyond to find connections that led to faster reimbursement. When dealing with MVA claims, NMC's former vendor often filed a lien for third-party liability and forced the hospital to wait 12-18 months for reimbursement. Aspirion pursued first-party insurance coverage, taking on the difficult work of tracking down payments—which eliminated hassle and proved more beneficial for the client.

To supplement claims management, Aspirion also offered free, unlimited patient access training for NMC. The training helped NMC's patient access team understand which questions to ask in order to uncover information that could easily go overlooked. Because patient access staff has a high turnover rate, the continued training was critical for ensuring everyone knew the best way to identify and handle MVA claims. Aspirion came as frequently as NMC requested, providing free sessions that equipped the patient access team to expand its definition of what was classified as a motor vehicle accident.

***With Aspirion's guidance, NMC was able to identify the MVA claims eligible to be covered by auto insurance, including:***



Aspiron also provided assistance with coordination of benefits (COB), multiplying collection opportunities under expanded MVA definitions. If a claim could not be settled with first-party insurance, Aspiron exhausted every avenue possible to ensure that NMC had all the COB info it needed to file with health insurance and eliminate denials and pending claims.

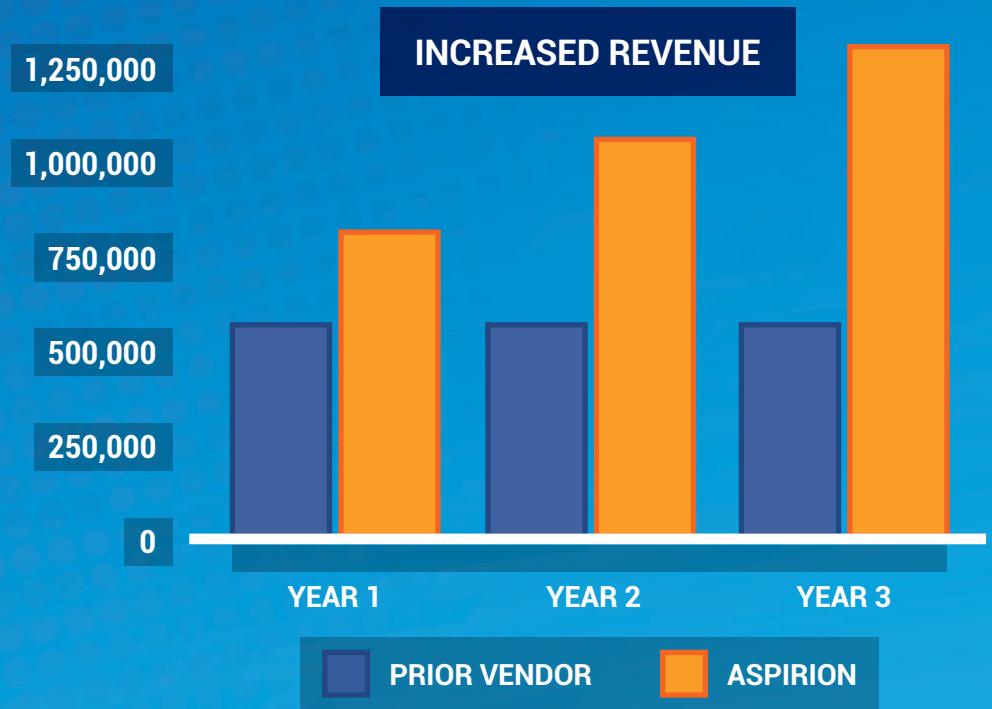
Through effective communication and training, Aspiron created a partnership that supported Newton Medical Center's RCM team and enabled them to collect on some of their most challenging claims.



# Results

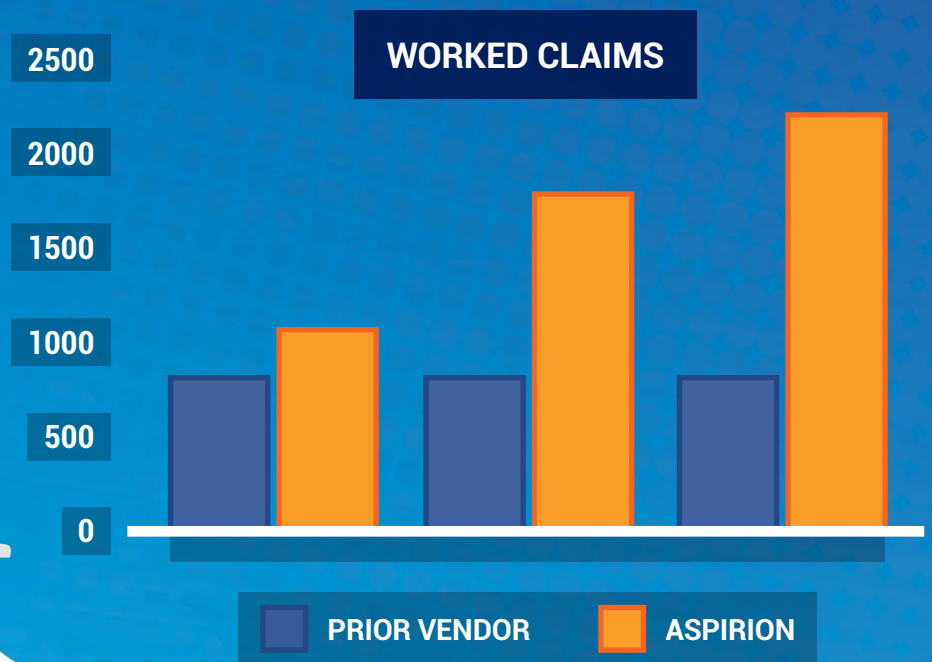
When the Aspiron team started processing claims at the beginning of the partnership, the previous vendor had been averaging \$420,000 annually in revenue. By the end of the first year with Aspiron, NMC saw that number expand to more than \$585,000—increasing collections by 37%. Under the expanded definition of MVA claims that the patient access team learned through Aspiron's training, NMC was able to identify three times more motor vehicle accidents than the year before, leading to even more collections.

Although NMC's team recognized that their previous vendor had not been providing sufficient results, they did not realize how much they were missing until Aspiron provided its excellent RCM solutions and dedicated assistance. Aspiron aided NMC's commercial billing department and built an ongoing relationship that maximized success for both companies.



Within just three years, Aspirion increased revenue from MVA claims by 144%, and MVA placement increased by 196% in the same timeframe. Through seamless communication and commitment to success, Aspirion became an extension of NMC's team, developing a lasting relationship that produced annual growth.

If your complex claims vendor is letting revenue slip, ignoring important COB processes, or requiring you to do extra work, you're not getting the most out of your MVA accounts. Our team at Aspirion will work your most difficult claims, train your patient access team to identify critical information, and streamline the reimbursement process to ensure that you get paid in full.



**Contact us  
to start  
increasing  
your revenue.**

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