Maximizing VA Claims: A 46%+ Cash Uplift for a Top Health System

Achieving VA reimbursement success through *intelligent automation and expert insight*

The Challenge

A large health system in the Western United States, with over a century of service and more than $6 billion in annual patient revenue, faced significant challenges managing Veterans Administration (VA) claims.

The health system faced high denial rates, lagging reimbursements for care they delivered to veterans, and frequent write-offs.

Faced with ongoing labor shortages, the health system recognized that maintaining the specialized expertise needed to effectively process VA claims in house was impractical. The healthcare provider decided to partner with EnableComp to streamline their VA claims process and address these critical challenges.

The Solution

EnableComp conducted a comprehensive review of the organization's hospital-based VA claims. This uncovered several key issues, including:

- Missing payer and employer information: Critical information omitted at registration resulted in submission errors and delays.
- Authorization problems: Claims were being denied due to misaligned or missing authorizations.
- Denial follow-up: Delayed follow-ups on denied claims exacerbated revenue leakage.
- Incorrect payer submissions: Some claims were routed to the wrong entities, causing processing delays.

EnableComp employed a multifaceted approach to address the health system's challenges. Its proprietary *E360 RCM*™ platform — an intelligent automation solution purpose-built for the most complex areas of the revenue cycle — played a pivotal role in transforming the VA claims process.

The VA experts at EnableComp worked closely with the health system to eliminate ineffective processes and delivered specialized VA training for the provider's registration teams to prevent issues from happening in the future.

Ensuring proper claim submission protocols and leveraging *E360 RCM*'s analytics and automated workflows **accelerated VA claim processing and reduced errors.** The partnership with EnableComp not only **strengthened the health system's financial performance** but also enhanced its ability to **serve veterans more effectively.**

Annual cash uplift

$$\frac{46\%+}{\$6M+}$$

in additional collections for VA claims

About EnableComp

EnableComp provides technology-driven solutions to improve complex revenue cycle performance for healthcare organizations, leveraging over 24 years of industry-leading expertise and the *E360 RCM*™ intelligent automation platform to improve financial sustainability for over 1,000 hospitals, health systems, and ambulatory surgery centers (ASC) nationwide.

Powered by proprietary intelligence from an expansive complex revenue cycle dataset – 21M+ processed claims – EnableComp optimizes revenue capture and recovery across Complex Claims, Denials and other challenging reimbursements. Black Book recognized EnableComp as the #1 Specialty Revenue Cycle Management Solution provider in 2024. To learn more, visit EnableComp.com.

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