

Client Case Study: Transitioning a Multistate MSO to A Tech-Enabled Enterprise RCM Partnership

MSO Overview

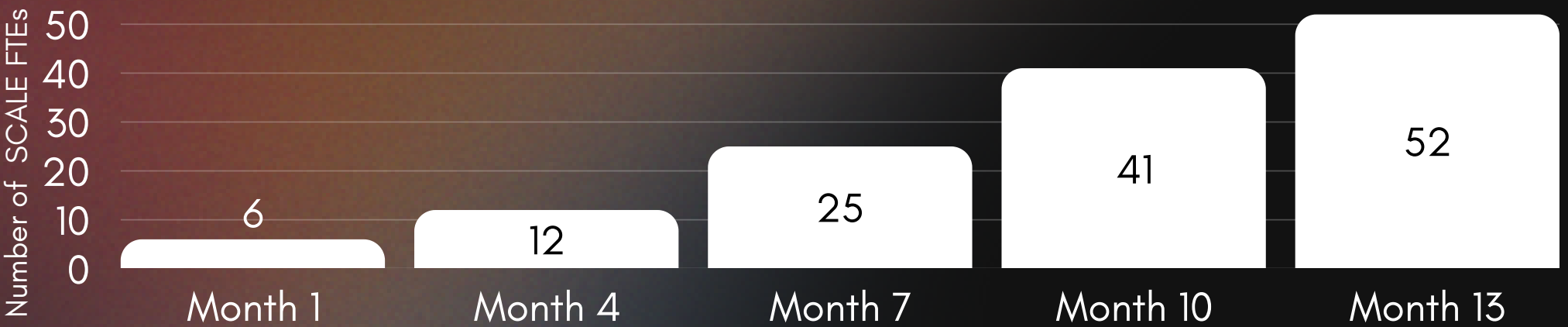
- ~\$100MM multisite MSO
- Operating across four state markets
- 6 disparate EMR instances

Engagment Overview

	Initial Deployment	Deployment at Month 13
State Markets Served	<ul style="list-style-type: none">• 1	<ul style="list-style-type: none">• All 4
SCALE Service Scope	<p>Partial services across:</p> <ul style="list-style-type: none">• Eligibility Verification• Prior Authorization• Coding• Payment Posting	<p>Represent majority of RCM team with services across:</p> <ul style="list-style-type: none">• Eligibility Verification• Prior Authorization• Charge Entry• Coding• Payment Posting• A/R & Denials Management
SCALE Technology Solutions	<ul style="list-style-type: none">• RCM Analytics	<ul style="list-style-type: none">• RCM Analytics• DenialShield• FrontDeskShield anticipated near-term

Evolution From Initial Scope to a Broad-Based Partnership

SCALE AI Tools Deployed: SCALE Analytics → DenialShield → FrontDeskShield*



Select Engagement Results

~24% ↓

reduction in A/R days

22% ↓

reduction in A/R outstanding

50% ↓

reduction in billing lag time

~50% ↓

reduction in denials**

50%+ ↓

reduction in cost-to-collect

Migration to a fully AI-enabled RCM program

Centralized and standardized RCM operations and KPI reporting nationally

Empowered in-house RCM leadership supported by scalable, cost efficient RCM team augmented by transparent, proactive and results-oriented technology solutions

*rollout is anticipated near term

**based on initial DenialShield pilot results