

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

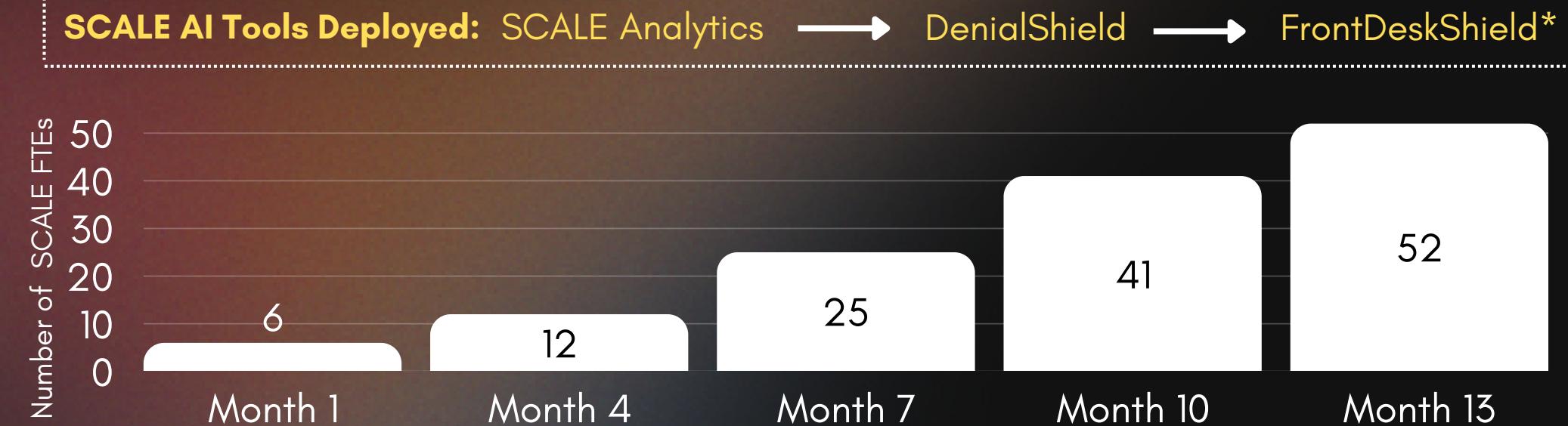
MSO Overview

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

Engagement Overview

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

Evolution From Initial Scope to a Broad-Based Partnership



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