

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

MSO Overview

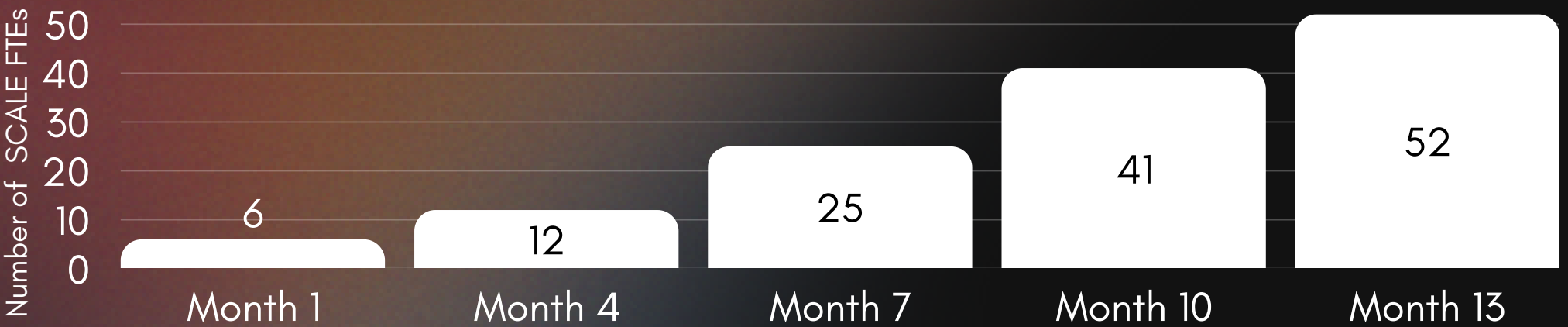
- ~\$100MM multisite MSO
- Operating across four state markets
- 6 disparate EMR instances

Engagment Overview

Initial Deployment		Deployment at Month 13
State Markets Served	• 1	• All 4
SCALE Service Scope	Partial services across: • Eligibility Verification • Prior Authorization • Coding • Payment Posting	Represent majority of RCM team with services across: • 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

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