

## CASE STUDY

# A 52% Improvement in Clean Claims Faster Payment, Fewer Touches

## A Revenue Cycle Transformation for a High-Volume Rheumatology Practice

### EXECUTIVE SUMMARY

A large, independent rheumatology practice partnered with Advantum Health to modernize revenue cycle operations and sustain financial performance during a period of rapid growth.

Beginning in January 2024, the practice realized measurable gains in clean claim accuracy, accounts receivable performance, and AR days, even as overall billing activity increased. Technology-enabled workflows and operational enhancements supported more consistent charge capture, faster claim submission, and improved payment timeliness.

As a result, the organization accelerated cash flow, reduced mid-aged AR, and exceeded expected collection benchmarks despite rising charge volume. These improvements created a more stable, scalable revenue cycle foundation that supports continued expansion without compromising operational efficiency or patient access.



**97%**  
Clean  
Claims



**10+**  
Fewer  
AR Days



**Growth  
At  
Scale**

### THE CHALLENGE

As patient volume and service offerings expanded, the practice experienced a sharp increase in charge volume and billing complexity. What had once been manageable workflows became increasingly difficult to scale without impacting accuracy or cash flow.

To sustain momentum, the organization needed a revenue cycle model built for growth without sacrificing clean claims or timely reimbursement.

#### Key Revenue Cycle Pressures:

- **Managing higher charge volume without slowing collections**
- **Reducing AR aging while maintaining claim accuracy**
- **Improving clean claim submission to minimize rework and payment delays**
- **Processing denials efficiently, particularly those related to medical necessity and missing authorizations.**



## THE SOLUTION

The practice partnered with Advantum Health to strengthen revenue cycle performance through SmartEPA, a proprietary technology-enabled platform designed to increase operational visibility and processing efficiency. The solution combined technology-enabled workflows with targeted operational support to improve accuracy, speed, and prioritization across the revenue cycle.

### Key elements of the solution included:

- Transition to electronic charge entry to streamline charge workflows
- Faster, more consistent denial processing to reduce payment delays
- Improved visibility into AR aging and work prioritization
- Targeted training for charge entry teams to reduce errors before claims reached the clearinghouse

SmartEPA enabled these improvements by allowing Advantum's revenue cycle team to work more efficiently while preserving human oversight and operational expertise. These improvements were sustained while supporting continued provider growth and rising charge volume.

## MEASURABLE RESULTS

- ✓ **Clean claim rates improved from 64% to 97%**  
*(+33 percentage points | ~52% relative improvement)*
- ✓ **Charges Captured increased by 13.4%**
- ✓ **Revenue increased by 12.4%**
- ✓ **Days in A/R reduced by 10 days**
- ✓ **AR aged 31-120 days reduced by over 60%**

"What mattered most wasn't just improvement, it was predictability. SmartEPA gave us visibility and control as volumes increased."

**Tammy Taylor**  
CEO, Advantum Health

**If your organization is seeking scalable, predictable revenue cycle performance, contact Advantum Health to learn how SmartEPA supports operational efficiency and financial stability.**