ADVANTUM HEALTH

CASE STUDY

Recovered $5.82M against a $54M AR backlog in five months.

How a national laboratory group grew monthly collections 514% over a five-month engagement.

CLIENT	SCOPE	AR UNDER MANAGEMENT	TIMELINE
National laboratory group	Revenue cycle recovery	$139.5M $54M aged backlog	5 months Plus 60-day ramp

EXECUTIVE SUMMARY

A full rebuild of the collections engine, proven in the monthly numbers.

A national laboratory group came to Advantum with a $54M accounts receivable backlog and a collections operation that could no longer keep pace with the volume moving through its labs. Within five months, Advantum recovered $5.82M, grew monthly collections 514% from month one to month five, and closed more than $4.5M in systemic provider enrollment gaps that had quietly been blocking claims before they ever reached payers. This was not a temporary lift in staffing. It was a full rebuild of the group's collections engine, and the proof showed up where it mattered most.

$5.82M	$54M	514%	$50.7M
Recovered in five months	AR backlog addressed	growth, M1 to M5	portfolio worked

THE CHALLENGE

A collections engine leaking value at every stage.

By the time the group engaged Advantum, $54M in receivables had piled up across the network, and the problem was not one bottleneck but several compounding at once. $44M of the backlog had aged past 365 days, the point at which most payers treat a claim as uncollectible. More than $4.5M sat trapped in systemic provider enrollment gaps, denied for reasons that had nothing to do with the care delivered. A meaningful share of claims never reached payers at all, blocked upstream inside the group's own billing workflow before they were ever submitted. Cash the group had already earned was sitting idle and aging toward zero.

THE SOLUTION

An operational recovery, sequenced for proof and built for scale.

01 A/R audit & prioritization

Mapped the full $139.5M portfolio, segmenting every open claim by age, dollar value, payer and stall reason for a ranked view of recoverable value.

02 Oldest, highest-value first

Pursued the claims carrying the most dollars at risk with the least time left, recovering value most likely to disappear if left untouched.

03 Enrollment & billing fix

Corrected the enrollment and credentialing gaps behind $4.5M+ in blocked claims, then rebuilt the workflows stopping clean claims before submission.

04 60-day ramp to full ops

Scaled deliberately from targeted recovery to full-volume collections without disrupting the cash already coming in.

THE RESULTS

Monthly collections grew 514%, month one to month five.

The clearest measure of the rebuild is the trajectory of monthly collections. In the first month, the group collected $0.40M. By the fifth month, monthly collections had climbed to $2.54M, a 514% increase and a new peak for the operation. The progression ($0.40M in November, $0.85M in December, $0.88M in January, $1.10M in February, and $2.54M in March) shows a one-time recovery spike was never the goal. The curve is a collections engine getting steadily stronger.

For the laboratory group, the outcome was more than recovered cash. The backlog that had been treated as a sunk cost became working capital again, and the rebuilt collections engine now performs at a level the organization could not reach on its own. The monthly numbers, climbing month after month, are the evidence that the gains will hold.

- **$5.82M** total collected in five months
- **3,800** modifier refiles that recovered **$2.93M** in previously zero-paid claims
- **$50.7M** of the $139.5M AR portfolio worked
- **$4.5M+** in provider enrollment gaps identified and closed
- **$2.54M** peak monthly collection
- **514%** growth in monthly collections, month one to month five