

CASE STUDY

DME Operations Scaling and Revenue Cycle Optimization



195%

Workforce Scale Increase

2X+

Operational Capacity

\$4K

Monthly Savings per FTE

Overview

A Midwest-based DME provider operating 36 locations across multiple states needed to scale operations to support growth, new partnerships, and increasing patient demand. Workforce constraints and process inefficiencies limited their ability to expand while maintaining performance and cost control. GeBBS implemented a scalable DME RCM and back-office operations model to stabilize workflows and enable growth.

Opportunities & Challenges

Operational constraints included:

- Workforce shortages impacting throughput
- Inefficient resupply, verification, and authorization workflows
- Rising labor and infrastructure costs
- Limited scalability across locations
- Increasing volume without process standardization

Outcomes



Scale:

195% workforce growth



Capacity:

2X+ operational increase



Efficiency:

Streamlined core processes



Cost Savings:

\$4K/month per FTE



Performance:

Consistent SLA adherence

Solution

Phased DME Operations Scaling Model

GeBBS deployed a structured model to stabilize and scale operations:

- **Front-End:** Resupply, eligibility verification, and prior authorization
- **Mid-Cycle:** Workflow standardization across intake and operations
- **Back-End:** A/R management, triage, and payer coordination

The engagement expanded to include CSR support, PAP compliance, and inventory-related workflows enabled by a scalable workforce model.

Key Takeaways

- Scalable workforce models enable rapid growth
- Standardized workflows improve multi-location performance
- Integrated operations reduce friction across the revenue cycle



Appreciate GeBBS' consistent high performance and unwavering customer service focus.



— Customer Service Director, DME Provider

Conclusion

GeBBS enabled efficient scaling of DME operations - improving capacity, reducing costs, and supporting sustained growth across multiple locations.

