

CASE STUDY

DME RCM Trial Engagements Driving Measurable Performance



20–30%

Faster Collections

40%

Increase in
Claim Recovery

98–100%

Accuracy Across
Workflows

Overview

Multiple healthcare and DME organizations engaged GeBBS through trial RCM programs to address operational inefficiencies, rising denials, and staffing constraints. These pilot engagements focused on improving collections, reducing workload, and validating scalable execution models before broader expansion.

Opportunities & Challenges

Across organizations, common challenges included:

- Rising A/R and delays in collections
- High manual workload and staff burnout
- Denial backlogs and limited visibility
- Workforce shortages impacting scalability
- Inefficient outsourcing models

Outcomes



Collections:
20–30% faster cycles



Claim Recovery:
Up to 40% increase



Accuracy:
98–100% across workflows



Workload:
~25% reduction



Scale:
Rapid expansion post-trial

Solution

Targeted RCM Trial & Scaling Model

GeBBS deployed focused trial engagements across key workflows:

- **Front-End:** Eligibility validation and documentation accuracy
- **Mid-Cycle:** Workflow standardization and claim processing
- **Back-End:** Denial management, A/R follow-up, and recovery

Each engagement began with a small, dedicated team and scaled rapidly based on performance and demand.

Key Takeaways

- Pilot engagements validate performance before scaling
- Structured workflows improve accuracy and reduce rework
- Scalable teams enable rapid operational expansion

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Consistent high performance and unwavering customer service focus.

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— Customer Service Director, Healthcare Organization

Conclusion

GeBBS trial engagements demonstrated measurable improvements in collections, accuracy, and operational efficiency—enabling organizations to scale with confidence and reduce internal burden.

