

Case Study

From Paper Piles to Posted Revenue

How a Leading Durable Medical Equipment Supplier Automated Correspondence and Transformed Its Back Office

The Challenge

For large DME suppliers, managing correspondence isn't just a workflow issue. It's a revenue risk.

Every day, thousands of documents arrive: audit letters, appeals, authorizations, returned mail, and notices related to deceased patients or denied claims. Without a reliable way to process and route this information quickly, critical deadlines are missed, audit responses are delayed, and revenue slips through the cracks.

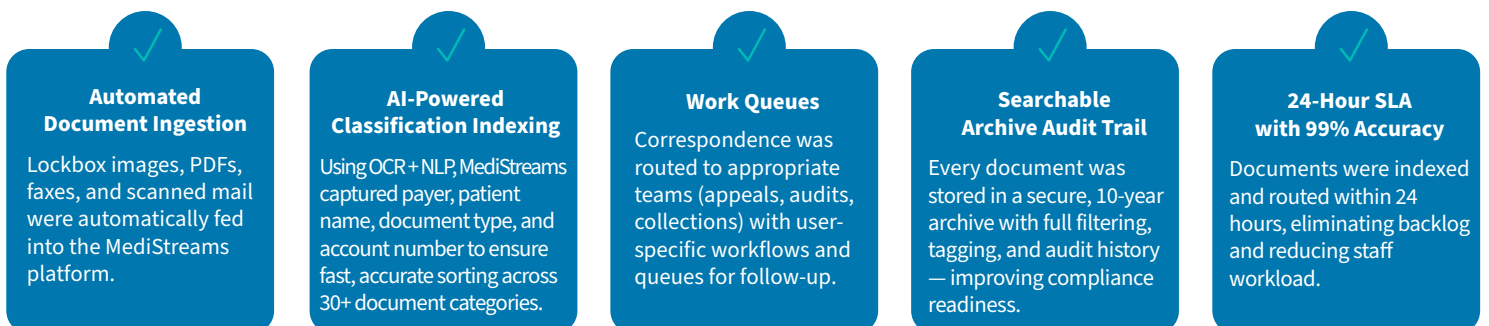
One of the nation's largest DME providers had an OCR-based solution in place for paper EOB conversion, but it didn't go far enough. Their system couldn't capture, classify, or route the wide variety of payer correspondence they received. Key documents sat in folders or were emailed between departments, causing delays and compliance risks.

As audit activity increased following the end of the public health emergency, the stakes grew even higher. CMS audits, for example, often require responses within 45 days, a deadline this provider was at risk of missing due to manual processes and a lack of document visibility.

The Solution

The provider partnered with MediStreams to implement a comprehensive Correspondence Automation solution to support its complex document environment at scale.

Key capabilities included:

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- Automated Document Ingestion**
Lockbox images, PDFs, faxes, and scanned mail were automatically fed into the MediStreams platform.
- AI-Powered Classification Indexing**
Using OCR+NLP, MediStreams captured payer, patient name, document type, and account number to ensure fast, accurate sorting across 30+ document categories.
- Work Queues**
Correspondence was routed to appropriate teams (appeals, audits, collections) with user-specific workflows and queues for follow-up.
- Searchable Archive Audit Trail**
Every document was stored in a secure, 10-year archive with full filtering, tagging, and audit history — improving compliance readiness.
- 24-Hour SLA with 99% Accuracy**
Documents were indexed and routed within 24 hours, eliminating backlog and reducing staff workload.

CUSTOMER SNAPSHOT

Industry:
DME Provider

Revenue 2024:
\$2.4 Billion

Locations:
700+ over 48 states

The Results

The transformation was immediate. MediStreams helped the DME provider gain full control over its correspondence workflows — enabling faster responses, improved audit readiness, and measurable cost savings.



Eliminated Manual Sorting

The client's team no longer spent hours manually reviewing or classifying documents — freeing up FTEs for higher-value work.



Reduced Posting Costs

A similarly sized MediStreams customer saw monthly savings grow from \$3,000 to over \$100,000 within the first year, through reduced posting time and better audit capture.



Zero-Pay Automation

The client was previously using 10 full-time staff to manually post 30,000 zero-pays/month. With MediStreams, those files are added digitally — no manual posting required.

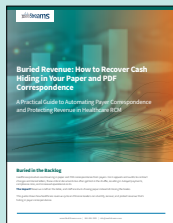


Improved Staff Satisfaction

Teams reported significantly better workflows and morale, especially as error-prone tasks were automated and backlogs eliminated.

The Bottom Line

For DME providers handling high volumes of payer correspondence, automation isn't a nice-to-have; it's a competitive advantage. MediStreams delivered an end-to-end solution that not only reduced manual effort and lockbox errors but also unlocked revenue that was buried in documents no one had time to sort.



Ready to Eliminate Backlogs and Boost Revenue?

Download our How-To Guide to see how MediStreams automates correspondence in just 5 steps.

Or contact us for a personalized demo tailored to your RCM workflow.

DOWNLOAD THE GUIDE

REQUEST A DEMO

ABOUT MEDISTREAMS

MediStreams accelerates remittance posting, reduces manual processes, and significantly cuts overhead costs for healthcare providers. With a focus on innovation and customer satisfaction, MediStreams provides comprehensive remittance processing services tailored to the unique needs of healthcare organizations. MediStreams' services include Paper Conversion, Reconciliation, and Medical Lockbox. For more information, visit www.medistreams.com.