UNIFY HEALTHCARE SERVICES

Case Study & Clinical Revenue Cycle Report

Specialty: Sleep Therapy & DME

Key Metric: 98% Adherence Accuracy

DME CPAP Compliance & Patient Adherence Re-authorization

EXECUTIVE SUMMARY

Overcame critical CPAP re-authorization bottlenecks where compliant patients were misclassified as non-compliant, achieving 98% tracking accuracy and eliminating resupply delays

THE CHALLENGE

A major durable medical equipment client faced widespread claim denials and patient churn because compliant sleep therapy patients were erroneously classified as non-compliant in payer compliance audits This resulted in delayed mask and tubing resupplies, payment recoupments, and heavy administrative overhead

THE SOLUTION

Unify engineered automated compliance data validation protocols directly aligning with Medicare and private payer guidelines (CMS 30-day adherence criteria) We introduced smart usage data audits, enhanced team training on sleep report interpretation, and launched proactively scheduled compliance checks 14 days before supply due dates

KEY OUTCOMES & RESULTS

- Reached 98% compliance data validation accuracy in under eight weeks
- Slashed payer denials for CPAP recurring resupply orders by 44%
- Eliminated delivery delays, restoring positive cash flow and boosting patient retention

Contact Unify Healthcare Services | www.unifyrcm.com | info@unifyrcm.com