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The MASH Program  
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MASH's comprehensive training makes a difference for our customers. A head-to-head, apples-to-apples case study with a comic twist proves our point that hospitals and their patients receive our best.

A 195-bed hospital's ownership changed recently, and management added a second eligibility vendor. MASH's continuous training program is spotlighting big differences between the two.

► **The Background**

MASH has served this not-for-profit, religious teaching hospital since 2000. In this era of hospital mergers and acquisitions, the facility was sold, and the new ownership elected to bring in a second national eligibility vendor to work outpatient and ED admit accounts.

► **The Challenge**

This hospital is the only one in the city, and nearly 31% percent of the state's adult residents are uninsured. From the beginning — and perhaps overwhelmed by the volume of work — Vendor B's employees began approaching MASH's on-site advocates, asking how to file basic state Medicaid and federal disability applications.

► **The Response**

MASH advocates advised the business office director that they had no desire (or authorization) to train the other vendor's employees, and asked instead to have the cases in question transferred to MASH's inventory.

► **The Results**

The request to move the accounts from Vendor B to MASH was happily granted by the BOD.

The BOD suggested to Vendor B that its employees should be properly trained. The vendor sent its employees to Social Security for further training. In an ironic turn of events, their trainer at the agency was a former MASH employee who received his federal disability education from our corporate training department.

Through MASH's efforts over the past decade, the hospital has been reimbursed over \$38.6 million.