



CASE STUDY

DME Provider Improves Insurance Verification, Authorization, and RCM Workflows

Knack helped a durable medical equipment provider move from revenue cycle strain to faster cash and cleaner work queues.

Revenue cycle pressure was slowing growth.

A large DME provider needed rapid support across verification, authorizations, billing, denials, and compliance documentation.

1 wk

Billing began within one week

30%

Operating cost reduction

50%

Accounts receivable reduction

Overview

A large durable medical equipment provider experienced impactful business outcomes after partnering with Knack RCM. The engagement optimized insurance verification, authorizations, and end-to-end medical billing workflows through disciplined execution and specialty RCM expertise.

Why It Mattered

The provider was managing RCM internally while struggling to recruit experienced help and retain staff long enough to train them. The backlog grew, denials required more attention, documentation retrieval became harder, and referral relationships were increasingly at risk.

Knack brought the specialist capacity needed to resolve work faster, protect reimbursement,



From backlog to predictable revenue movement.

Engagement Focus



Verification

Orders verified as they arrived to reduce delay before fulfillment.



Authorization

Authorization workflows were prioritized to protect product delivery and referral confidence.



Billing

Claims were billed as soon as delivery was made, improving cash flow discipline.



Compliance

Documentation guidance helped keep billing activity aligned with payer requirements.

Challenge

In 2021, the provider was shouldering RCM internally while recruiting, training, and retention challenges made the model increasingly unsustainable. A severe backlog of claims, denials, and documentation requests created operational drag and delayed product delivery.

Success depended on six immediate outcomes:

- Fast implementation
- Reducing AR
- Freeing staff capacity
- Clearing unbilled claims
- Lowering collection cost
- Compliant billing guidance

Solution

Knack quickly onboarded the engagement and brought structure to the workstream. KPIs were met, orders were verified as soon as they arrived, and claims were billed as soon as delivery was complete.

The provider moved out of survival mode and into a stronger operating rhythm, with internal teams able to focus on gaining new business and servicing existing accounts.

Cleaner operations. Faster cash flow. Stronger revenue control.

Outcomes that moved the business forward.

Knack enabled the client to optimize revenue cycle operations while redeploying internal teams to focus on highly complex tasks and growth-driving account work.

The partnership created immediate relief and established a more predictable operating model for long-term success.

Claims resolved. Revenue recovered. Cycle moving.

By combining specialty expertise with disciplined execution, Knack helped the provider replace reactive work queues with a more controlled revenue cycle rhythm.



Lower Cost

Approximate 30% cost reduction across the supported workstream.



Better Focus

Internal staff redirected time toward complex work and business growth.



Faster Flow

Orders were verified on arrival and claims moved sooner after delivery.



Compliance Support

Documentation and billing guidance helped reduce avoidable risk.