

## 2025 Reverification Season Impact

During reverification season, healthcare organizations focus on verifying patients' medical benefits insurance coverage, including any changes in policy details, eligibility, and pre-authorization requirements. The goal is to minimize financial risks for both providers and patients, ensuring that services are covered and billed correctly. This proactive approach not only streamlines administrative processes but also safeguards against potential claim denials and disputes, ultimately fostering a more efficient and transparent healthcare system.

### The Challenge

Reverification season for the healthcare provider is a lengthy, drawn out process. Typically, providers can receive support by HUBs or start reverification themselves. Manufacturer preparation for RV season is a **6-9 month** activity annually, beginning with requesting patient reverification information as early as June. Due to manual processes, HUBs will need to hire and train call center staff based on projected volume. The annual preparation for RV season can cost millions.



### The eBlu Solution

eBlu Solutions utilized the SAAS+ model (software plus call center support) to support both the independent healthcare provider and the HUB to return **100% of RV's during this reverification season in less than 24 hours** for sponsored brands. The RV turnaround time in 2025 was **XX% in less than sixty seconds**. eBlu Solutions completed a **full benefit investigation** that empowers the healthcare provider to treat their patients and that is required for processing claims.

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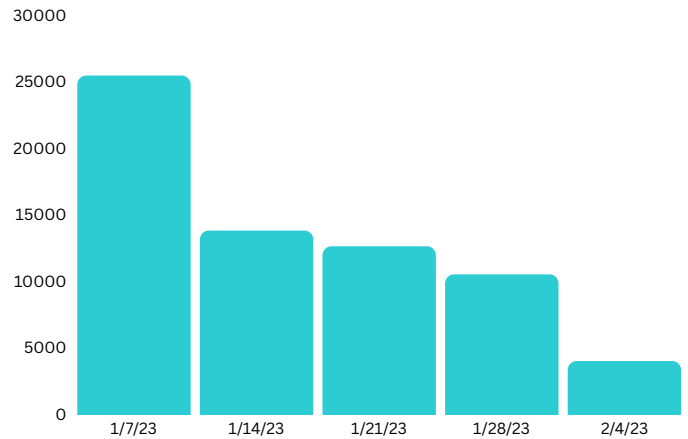
*Just wanted to thank you so much on behalf of OI infusion for getting us through the blizzard! It was wonderful to partner with you during this time to get all of our patients benefits reverified.*

**TATIANA SETHNA**

Intake Manager, OI Infusion

## The Success

### All eBlu Patient RV's by week



**152K**

Full Reverifications completed in January 2024

**100%**

Practices received benefit investigations ahead of scheduled appointment date resulting in no missed appointments.

**75%**

RV's returned in less than 60 seconds or less



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for more  
information