inovalon®
healthcare empowered

CUSTOMER STORY

MatrixCare Delivers Clarity and Control in the Revenue Cycle With Inovalon



MatrixCare®

MatrixCare, a leading provider of EHR and care management software for post-acute and out-of-hospital care, needed to strengthen its revenue cycle solutions. To help their customers navigate a complex ecosystem of claims and billing processes, the team saw a chance to move beyond manual workflows and time-consuming tasks. Instead of relying on patchwork solutions, they set their sights on a more streamlined, automated future – one that would support accuracy, insight, and innovation.

Turning Point: From Manual Struggles to Smart Solutions

Facing unsustainable inefficiencies in their product development, MatrixCare took a bold step forward by partnering with Inovalon to automate, simplify, and scale their solutions.

Plugging Inovalon into the revenue cycle brought instant clarity. “It’s like having night vision goggles,” said Rachael Feeback, Group Product Manager, Solutions for Business, MatrixCare. “We used to stumble in the dark [when trying to get enhancements out the door], but now we can see everything fast.”

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What changed:

- **No more manual reruns**
  Automated secondary claims and billing processes replaced tedious, repetitive tasks.
- **Visibility improved dramatically**
  Within minutes Feeback could access denial rates across all customers, turning data into action.
- **Custom solutions**
  MatrixCare delivered Medicare Secondary Payer (MSP) and Third Party Liability (TPL) claims, tailored to customers' needs.

These enhancements didn't just simplify operations – they provided a competitive edge. MatrixCare's home health customers now benefit from faster, more accurate claims handling, without the manual reruns that waste time and money. "No more reruns," Feeback noted. "Secondary claims are handled automatically – accurate, timely, done."



Real Results, Real Fast

By integrating Inovalon's Claims Management Pro™ and Claims Management Medicare Pro™, MatrixCare's customer denial rates **dropped to around 2%***, well below the 7.66% national average[1]. Errors shrank. Their customers' patient satisfaction rose. And their team could finally shift focus from busy work to more strategic initiatives.

Their customers' residents, many of whom are elderly and vulnerable, now experience a smoother financial journey. No more year-old billing surprises.

A Partnership That Grows With You

The value didn't stop at implementation. MatrixCare continues to evolve with Inovalon at their side by collaborating on new initiatives, unlocking deeper insights, and staying ahead of industry change.

"We're not standing still," Feeback said. "With Inovalon, we're constantly moving forward, together."

> "It probably took me longer to log in than to get the data."
>
> – Rachael Feeback, Group Product Manager, Solutions for Business, MatrixCare

> "We didn't have to build it. Inovalon did and did it well."
>
> – Rachael Feeback, Group Product Manager, Solutions for Business, MatrixCare

Ready to Lead With Confidence?

MatrixCare is part of an innovative network of strategic partners leveraging Inovalon's technology and expertise to drive smarter, faster, and more efficient outcomes.

Want to unlock your next big advantage without starting from scratch?

Partner With Us

Connect with us on social media:
Linkedin | Facebook | X (Formerly Twitter)

1. Comprehensive Error Rate Testing (CERT), CMS, January, 2025, https://www.cms.gov/data-research/monitoring-programs/improper-payment-measurement-programs/comprehensive-error-rate-testing-cert

*Results may vary

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