



Get it done: Indiana University Health processed \$632 million in claims transmissions in one week after halt to operations

Indiana University Health (IU Health) is the largest network of physicians in Indiana comprised of over 38,000 team members and 2,717 available beds. Based in Indianapolis, Indiana, the organization has dozens of facilities statewide and is on a mission to make the state one of the healthiest in the nation.

Challenge

In February 2024, IU Health found itself impacted by the cybersecurity incident so many providers across the country abruptly faced. They were unable to send claims to insurance companies and their revenue cycle operations came to screeching halt. Knowing they needed a trusted solution fast, the revenue cycle leadership team asked Experian Health if they could help.

Resolution

Conversations advanced quickly and the Experian Health team was able to implement its [Best in KLAS ClaimSource](#) platform within a week. Given the IU Health team had already been stalled for two weeks, the Experian Health team **accelerated \$632 million in claims transmissions** in the first five days of business. By March 27, IU Health had processed **\$1.1B of claims backlog**.

"As the IU Health Revenue Cycle team rallied to respond to the claims processing disruption, we were uniquely positioned with our long-time Experian partnership to quickly re-institute critical claims routines and restore a significant volume of claims transmissions," said Bryan Daniels, IU Health's Vice President of Revenue Cycle Solutions. "This would not have been possible without Experian's nimble and comprehensive approach, immediately applying talented and committed resources that leveraged existing Experian platform infrastructure."

"We value our longstanding partnership with IU Health and it's very rewarding that we were able to help in a very critical situation," said Jason Considine, Experian Health's Chief Commercial Officer. "We know IU Health places the utmost importance on patient care, and being an important part of our client's solution to deliver on their service commitment is reflective of our service commitment to simplify healthcare."