



# CareTria Reverification Season Results

How CareTria Delivered for Providers  
During the 2026 Reverification (RV) Season

# 1 Executive Summary

Each year, the start of the calendar brings a familiar operational challenge for providers: annual benefit reverification. January and February compress eligibility checks, plan changes, and authorization requirements into a narrow window, often introducing administrative strain and uncertainty around patient access.

The 2026 Reverification (RV) Season, also known as “Blizzard”, demonstrated that a different outcome is possible.

By planning ahead and leveraging CareTria Provider Connect’s BI Batching process, providers approached reverification as a structured, proactive operation rather than a reactive response. Automation, combined with expert oversight, enabled practices to manage elevated volumes efficiently while maintaining speed, accuracy, and continuity of care.

Building on strong year-over-year gains achieved in prior seasons, CareTria Provider Connect, delivered continued improvement across volume, turnaround time, and operational efficiency during the 2026 reverification period. Together, these results reinforce a clear conclusion: RV Season no longer has to be endured. With the right preparation and execution model, it can be controlled.



## 2 RV SEASON A Familiar Challenge

The importance of annual reverification is well understood. As payer plans reset at the beginning of the year, providers must reconfirm coverage to avoid treatment delays, denials, and billing disruptions. The challenge is not awareness, but execution.

The concentration of work early in the year, combined with payer variability and staffing limitations, creates risk even for well-resourced organizations. Outcomes depend less on effort and more on how effectively reverification is planned and executed.

## 3 THE CARETRIA APPROACH BI Batching

CareTria Provider Connect was built to manage reverification at scale. Through BI Batching, providers submit upcoming patient schedules in advance, allowing benefit investigations to be organized around appointment timing rather than urgency.

BI Batching activates at the start of the year, automatically running benefit investigations in structured batches tied to scheduled visits. Automation completes the majority of work, while CareTria Provider Connect's reverification experts address exceptions such as missing information or authorization requirements.

Providers retain visibility through a centralized platform and engage only when action is needed. This approach replaces last-minute processing with predictability and ensures reverifications are completed before patients arrive for care.

# 4 VOLUME AND SCALE

## Growth as Validation

During the 2026 RV Season, CareTria Provider Connect completed more than 232,000 benefit reverifications, reflecting continued growth in provider adoption and reliance on the CareTria Provider Connect platform and its expert support.

This increase in volume builds on the significant gains realized in 2025 and signals growing trust in CareTria Provider Connect's ability to manage one of the most operationally demanding and clinically and financially significant periods of the year. Importantly, scale did not come at the expense of performance. As volume has increased year over year, execution remained consistent and reliable throughout the season.



# 232,000+

RV'S COMPLETED DURING  
THE 2026 RV SEASON

*"...scale did not come at the expense of performance. As volume has increased year over year, execution remained consistent"*



# 5 Speed and Reliability Under Peak Demand

Turnaround time is critical during RV Season, when delays in benefit verification can directly impact patient care.

Throughout the 2026 reverification period, 99.46% of benefit investigations were returned in under 24 hours. Average benefit verification turnaround time was only 1.6 hours, with sponsored products having an average benefit verification turnaround time of 58 seconds. In addition, more than 86% of benefit verification for sponsored products was automated — an increase of nearly 7% over 2025.

These outcomes reflect the value of advance batching and automated execution. By shifting reverification earlier in the care cycle and distributing workload evenly across the season, CareTria Provider Connect minimized last minute pressure and sustained reliable performance during peak demand.

**99.46%**

OF BIS RETURNED IN  
**<24 Hours**

**58  
SECONDS**

**Average  
Benefit  
Verification  
Time**

FOR SPONSORED  
PRODUCTS

**Average  
Benefit  
Verification  
Time**



**86%**

**Automation**

OF BENEFIT VERIFICATION FOR  
SPONSORED PRODUCTS

# 6 Efficiency Gains Through Program Maturation

The operational performance achieved during the 2026 RV Season was the result of sustained program refinement over multiple years.

In advance of prior reverification seasons, CareTria Provider Connect enhanced data cleansing at the HUB level, increasing the share of benefit investigations that could be completed through fully digital workflows.

These improvements drove a 39% improvement in turnaround time in 2026 over 2025. This foundation supported further progress in 2026. During the season, providers realized a full seven days reduction in reverification season duration. This resulted in significant reduction in staffing, enabling higher output without proportional increases in administrative resources.

CareTria Provider Connect also observed a 22% increase in patient volume among HUB clients, while managing this growth without a proportional increase in backlog. This performance indicates strong operational efficiency and demonstrates that automation and process improvements are scaling effectively to support higher demand.



**39%**

IMPROVEMENT IN  
TURNAROUND TIME

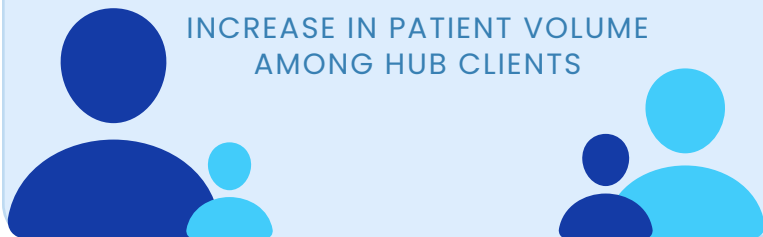
**7 Days**

REDUCTION IN RV  
SEASON DURATION



**22%**

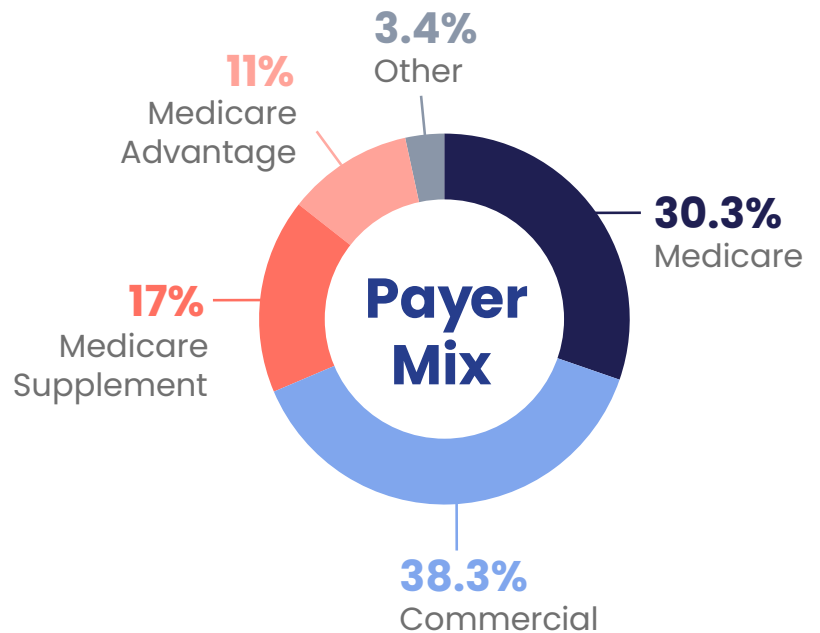
INCREASE IN PATIENT VOLUME  
AMONG HUB CLIENTS



# 7 Managing Complexity Across the Full Payer Mix

RV Season affects all payer categories simultaneously. Providers must navigate commercial plans, Medicare, Medicare Advantage, Medicare Supplement, and Medicaid, each with distinct requirements and timelines.

During the 2026 season, CareTria Provider Connect supported a diverse payer mix. By supporting all major plan types through a single platform, CareTria Provider Connect reduced operational complexity and eliminated the need for fragmented workflows. Providers were able to maintain consistency in reverification regardless of payer or plan structure.



# 8 Weekly Execution and Seasonal Consistency

Successful reverification is defined by consistency across the entire season. During the 2026 RV Season, benefit investigations were completed in just two weeks.

Early planning allowed providers to absorb initial surges while avoiding the late-season bottlenecks that have historically disrupted reverification efforts. This consistency reinforces the effectiveness of BI Batching as a seasonal execution model.

# 9 Expanding Provider and Practice Reach

The 2026 RV Season also reflected continued expansion in the number of providers and practice locations supported by CareTria Provider Connect. During the season, more than 15,000 providers across more than 6,400 practice locations relied on the platform for reverification support — a 45% increase over 2025.

This growth underscores increasing confidence in CareTria Provider Connect as a long-term partner capable of supporting diverse practice models at scale.

**15,000+**  
PROVIDERS



**6,400+**  
PRACTICE  
LOCATIONS



**45%**  
INCREASE IN  
PROVIDERS AND  
PRACTICES  
SUPPORTED

**2025**

**2026**



# 10 The Provider Experience

Across participating practices, the experience of RV Season in 2026 was defined by predictability. With reverifications completed in advance and clear visibility into outstanding items, providers faced fewer disruptions and reduced administrative strain.

Teams were able to focus on patient care rather than reactive follow-up, confident that benefit verification had already been addressed ahead of scheduled appointments.

# 11 The Standard for RV Season

RV Season will remain a defining operational moment each year. The 2026 reverification season demonstrated that its impact can be significantly reduced through early planning, structured execution, and reliable partnership.

By leveraging BI Batching, CareTria Provider Connect enabled its provider partners to transform a historically disruptive period into a predictable and manageable process. As reverification demands continue to grow, the results from 2026 establish a clear standard for what is possible when preparation leads execution.

## Proven During RV Season. Built for Every Day Use.

Accurate benefit investigations are the foundation of successful therapy authorizations year-round. With CareTria Provider Connect, providers can complete real-time investigations at no cost — delivering consistency, confidence, and control long after Reverification Season ends. Schedule your demo today.

[REQUEST A DEMO](#)