Full Outsourcing

Covenant Health Streamlines Rev Cycle Operations

Full outsourcing partnership enables investment in service lines

PARTNERSHIP TYPE
Full revenue cycle outsourcing

Profile
Organization Type:
Regional health delivery network

Size:
> $500M NPR;
3 hospitals; 553 beds

Location:
New England

Relationship:
Live with full outsourcing since October 2019

Problem
As part of their Journey to Excellence, Covenant Health is focused on keeping patient costs low and protecting and improving access to high-quality care. To unite resources in one centralized business office, they consolidated three disparately operating hospitals. That, combined with a problematic Epic go-live led them to seek a full revenue cycle outsourcing partnership.

Covenant enlisted Ensemble’s help with some of their key challenges, such as:

High vendor spend
High volume of unbilled claims in Epic + nThrive
Low point-of-service collections and no estimates

Solution
Combining our proprietary technology, process refinements and industry know-how, we quickly streamlined operations to drive performance improvements at scale.

Implementing best practice of daily unbilled review calls with key stakeholders to restructure upstream workflows

Instituting patient estimates in Epic + educating staff on point-of-service (POS) collection tactics

Consolidating vendors + bringing key functions in house to reduce vendor spend

Measuring Success

20% increase in POS collections
75% reduction in unbilled days
103% increase in cash collections
10-day decrease in AR