Case Study

Health System Unifies Rev Cycle Management, Hits Revenue Targets

PARTNERSHIP TYPE
Full revenue cycle outsourcing

PROFILE
Organization Type:
Nonprofit community health system

Size:
< $500M NPR;
< 10 hospitals

Location:
Midwest

Relationship:
Live with full outsourcing since March 2018

Problem
After a turnover in revenue cycle leadership, a midwestern health system missed net revenue targets. Operations were disorganized and there was a disconnect and lack of alignment with hospital leadership. Eager to regain footing, the health system engaged Ensemble Health Partners to do a revenue cycle assessment. Our multi-point evaluation identified several problem areas:

- Departments were unaware of the up- and down-stream impact of their work.
- Patients weren’t receiving education on financial responsibility.
- Workflows and reporting processes were inefficient or non-existent.

These operational challenges directly contributed to:
- High first-pass denials + write-offs
- Low point-of-service collections
- High unbilled days

Solution
The health system enlisted Ensemble to fully manage their revenue cycle operations. Using a combination of proprietary technology, process refinements and industry know-how we were able to quickly streamline operations and optimize structure, performance and results, including:

- Improving communication + transparency, breaking down siloed operations
- Reconciling + establishing dynamic reporting to monitor KPIs
- Training front-office staff on POS collection methodologies + patient education strategies
- Implementing daily charge reconciliation; focusing staff on reducing late charges + coding backlog

Measuring Success

$11M recovered in underpayments 500% increase in POS collections 67% decrease in AR > 90 days 50% reduction in unbilled AR days