

Case Study

Midwest Hospital Modernizes Rev Cycle to Better Serve Vulnerable Population

Monthly cash collections increase 167% with help from Ensemble Health Partners

PARTNERSHIP TYPE

Full revenue cycle outsourcing

PROFILE

Organization Type:

Pediatric outpatient mental health

Size:

50+ physicians, < 10 practices | < \$250M NPR

Location:

Midwest

Relationship:

Live with full outsourcing since February 2020

Problem

Lagging financial performance and cash collections threatened a Midwestern hospital's efforts to meet the growing demand for resources and access in their community. A strategic and operational assessment highlighted several points of concern, including poor cash performance, low point-of-service collections, high unbilled claims inventory and a high volume of AR > 90 days.

We identified opportunities to optimize structure, performance and results by addressing these root challenges:



Outdated Epic configuration



Inadequate education + training



Lack of communication

Solution

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

- > **Improving cash collections** by strengthening charge capture + reconciliation; aligning technical + clinical denials follow-up
- > **Designing a comprehensive communication plan** with consistent touch points to expedite performance improvement + monitoring
- > **Implementing ongoing training + education** on modern revenue cycle management best practices
- > **Overhauling Epic** to maximize capabilities and better leverage its power

Measuring Success

\$532k

increase in monthly cash collections

92%

reduction in AR > 90 days

69%

increase in clean claim rate

48%

decrease in denial rate