Midwest Hospital Modernizes Rev Cycle to Better Serve Vulnerable Population

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

**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:

**PROFILE**

- **Organization Type:** Pediatric outpatient mental health
- **Size:** 50+ physicians, < 10 practices | < $250M NPR
- **Location:** Midwest
- **Relationship:** Live with full outsourcing since February 2020

**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