

Case Study

Insights + Action = \$13M in Recovered Underpayments

Proactive review of zero-balance accounts yields significant revenue + prevents underpayment

RELATIONSHIP

Underpayments Recovery

Tertiary Partner

PROFILE

Organization Type:

Nonprofit health system

Size:

\$1B+ NPR; 10+ hospitals

Location:

Midwest

Problem

A Midwestern health system needed a secondary partner to focus on identifying and recovering revenue from underpaying accounts. They felt this was an important and untapped revenue opportunity not covered by their primary underpayment vendor.

Key challenges included:

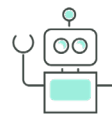
- > **Primary vendor focused on high-value claims + large variance opportunities**, but weren't investigating zero-balance accounts
- > **Contract + statute deviations weren't being identified**, raising concerns about overall capture and compliance
- > **Lack of standardized processes** leading to multiple billing errors and underpaid claims

Solution

Leveraging our proprietary technology, expertise and best practices, the health system recovered significant revenue from previously unidentified opportunities. More importantly, process improvements put in place will prevent future underpayments, increasing revenue collection and cash flow.



Billing edits
resolved incorrect coding



A.I.-driven prediction rules detect errors + prevent common payor issues



Investigating + challenging contract deviations

Measuring Success

Ensemble delivered tangible financial benefits over 24-months, including:

\$20M+

in underpayment opportunities identified

\$6.3M

in incorrectly billed high-cost medications found

\$6M+

in implant underpayments discovered

\$13M

in revenue recovered