Full Outsourcing

Case Study

ThedaCare Modernizes Revenue Cycle Operations

Ensemble's 4.3% annual revenue lift helps bring new equipment and expanded care to Wisconsin

PARTNERSHIP TYPE
Full revenue cycle outsourcing

PROFILE
Organization Type:
Nonprofit community health system

Size:
> $750M NPR;
7 hospitals

Location:
Wisconsin

Relationship:
Live with full outsourcing since February 2018

Problem

ThedaCare leadership recognized financial performance was lagging industry standard. Eager to right-size, they enlisted Ensemble Health Partners to do a revenue cycle assessment. Our multi-layered strategic and operational review revealed several points of concern, including poor cash performance, low point-of-service (POS) 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:
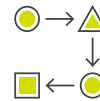

Outdated
Epic configuration

Inadequate
education + training

Siloed
operations

Solution

A full outsourcing partnership with Ensemble meant ThedaCare could leverage a combination of our proprietary technology, process refinements and industry know-how to quickly streamline operations and drive performance improvements at scale:

> **Employing proven methods + scripts to improve POS collections** without compromising patient experience

> **Establishing denials reporting + prevention;** deploying leaders to work hands-on with front-end staff to improve processes

> **Implementing rigorous ongoing training + education** on modern revenue cycle management best practices

> **Overhauling Epic** to maximize the platform's power + capabilities

Measuring Success

100%
cash collections achieved

3X
increase in POS collections

44%
decrease in AR > 90 days

43%
lower first-pass denial rate

ENSEMBLE HEALTH PARTNERS