Full Outsourcing

Case Study

Clear Accountability + Process Redesign Accelerates Cash Flow

Partnership streamlines billing + collections for nonprofit medical services provider
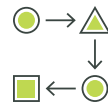
Problem

Competing priorities in the provider's business office – including coding edits for denial claims and resubmitting them for reimbursement – caused billing delays, re-work and poor transparency into unbilled claims. They were unable to deliver the compliance and financial outcomes required for long-term success.

Ineffective reporting + lack of visibility into unbilled claims

Need to track unbilled claim status across departments

Lack of process + accountability across departments

PROFILE

Organization Type:
Nonprofit, integrated medical services provider

Size:
< $250M NPR;
1 hospital, non-Epic

Location:
Northeast

Relationship:
Full outsource partner since March 2022

Solution

A strategic, collaborative partnership between client leadership and Ensemble led to meaningful and proactive changes in billing based on best practices that addressed internal concerns and obstacles.

> **Streamlined + prioritized work queues** and improved visibility into claims through the creation of unbilled management reports

> **Revised claim submissions + workflows** while transitioning responsibilities and accountability to appropriate departments

> **Enhanced collaboration + alignment** while providing timely, regular education through weekly cross-department unbilled meetings

BACKGROUND

With a vision to be the premier system in their region, this provider sought a strategic partner who could optimize their revenue cycle operations while keeping patient experience and staff satisfaction top of mind.

Measuring Success

Year-one performance metrics:

65%
reduction in monthly unbilled claims

50%
reduction of DNFB days for inpatient, outpatient + ED

> 48%
decrease in total AR outstanding with a 25% reduction in AR > 90 days

ENSEMBLE HEALTH PARTNERS