

# Case Study

## Health System Modernizes Revenue Cycle Operations

Ensemble’s 4.3% annual revenue lift helps bring new equipment and expanded care to community

### PARTNERSHIP TYPE

Full revenue cycle outsourcing

### PROFILE

**Organization Type:**

Nonprofit community health system

**Size:**

< \$1B NPR;  
< 10 hospitals

**Location:**

Midwest

**Relationship:**

Live with full outsourcing since February 2018

### Problem

The health system’s 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:



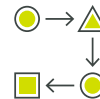
**Outdated**

Epic configuration



**Inadequate**

education + training



**Siloed**

operations

### Solution

A full outsourcing partnership with Ensemble meant the health system 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