

Inside the RCM model outperforming the industry

Learn how hundreds of hospitals are improving margin and patient experience with an integrated, AI-powered revenue cycle





THE ENSEMBLE DIFFERENCE

A new standard for RCM excellence

The revenue cycle is often managed as a series of disconnected steps supported by a patchwork of vendors. At Ensemble, we do it differently.

We replace fragmentation with an integrated approach — connecting talent, techniques and technology from patient access to accounts receivable — to improve margin and elevate the patient experience.

Hundreds of hospitals trust us as their single RCM partner because we deliver reliable results with AI-powered precision and people-first service.

Here's how we do it.

RESULTS MATTER

Less friction, better care

Elevate patient experience

Shorter waits. Less stress. Better experience.

Typical client results

24/7 intelligent support

AI-enhanced engagement helps patients get answers quickly, take control of their financial journey and resolve issues before they arise.

96%
patient call
satisfaction

50%
fewer calls
abandoned

35%
faster call
answering

A better start to every visit

Convenient self-service options and on-site concierge support make it easier for patients to schedule, register and receive care.

27%
faster
registrations

30%
faster scheduled
services

3-days
faster financial
clearance

Accelerate accurate reimbursement

Fewer roadblocks. Faster resolution. Better margins.

Typical client results

Error-free billing

AI anomaly detection supported by expert operators prevents errors to ensure every dollar earned is a dollar accurately billed.

17%
better DRG
+ coding
accuracy

41%
fewer
initial denials

46%
reduction in
unbilled days

Faster payment

AI-powered denial prevention, collections efforts and appeal support accelerate accurate payment and prevent lost revenue.

0.4%
increase in
pre-service
collections

14%
reduction in
gross AR days

10%
cash
acceleration
in 60 days

APPROACH

Amplifying excellent RCM outcomes with enterprise AI

For over a decade, we've delivered exceptional revenue cycle outcomes for the nation's leading health systems. Now, we're multiplying that impact with enterprise AI to unlock new levels of precision, consistency and value for our clients.

Our unique position

Because hundreds of hospitals trust us to manage every step in the revenue cycle, we're able to synthesize insights, deploy horizontal solutions and influence outcomes in ways others simply can't.

Front

Patient engagement
+ access to care

Middle

Coding, documentation,
utilization management

Back

Billing, collections, denials
+ payment variance

Expert operators: Deep domain expertise, quality assurance + AI governance

Agentic AI orchestration: Predictive models, automation + integrated agents

Unified data platform: Harmonized insights from 80M+ annual claim transactions



“We’re not automating isolated tasks. We’re using AI to orchestrate the entire revenue cycle. Managing the revenue cycle as a holistic system, not silos, is the only way to eliminate friction. We’ve been operating that way from day one and our clients have seen the benefit.”

JUDSON IVY

ENSEMBLE FOUNDER + CEO | 25+ years in RCM operations

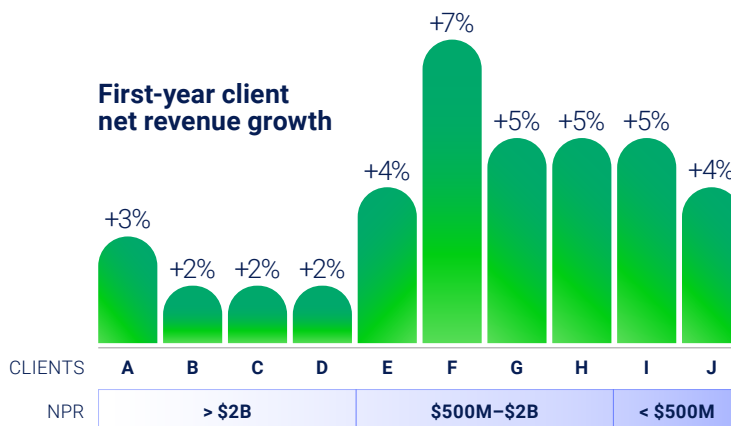
AWARD-WINNING OPERATIONS

Driving top-line growth with a proven approach

From CEO to frontline associate, we're all experienced revenue cycle operators. We know what it takes to prevent revenue loss for health systems, not just reduce costs for clients. That means fewer denials, faster payments and happier patients.

Operational excellence improves net revenue

↗ 3%+
average first-year
net revenue boost
for clients



With 1,500+ codified best practices, we know how to drive the ideal outcome for each claim.



Modern Healthcare
2024 BEST IN BUSINESS

recognition for revenue cycle excellence
mapaward
2024 high performance winner



“If you aren’t doing it right, doing it faster and cheaper doesn’t matter. AI is about scaling results. If revenue cycle operational excellence isn’t hardwired from the start, AI will just perpetuate sub-par results.”

SHANNON WHITE

ENSEMBLE CHIEF OPERATING OFFICER | 25+ years in RCM operations

UNIFIED DATA PLATFORM

Powering insights + actions with differentiated data

We've built one of the most comprehensive datasets in healthcare — over 2,000 terabytes of harmonized longitudinal claims data. We use this data to surface insights, drive agentic action and guide operator decisions for ideal outcomes.

Data-driven RCM intelligence

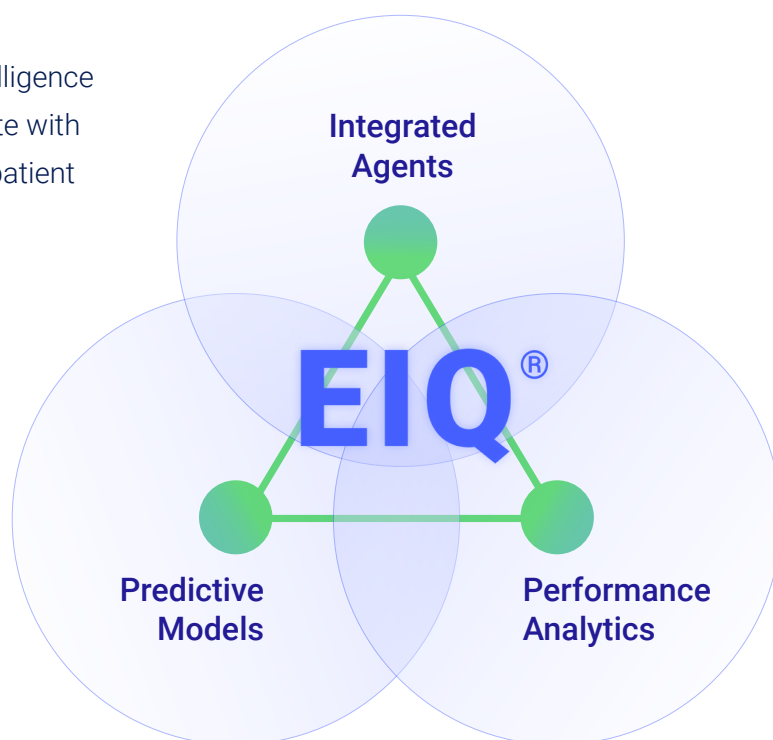
EIQ, our self-improving revenue cycle intelligence engine, is designed to seamlessly integrate with client host systems to manage revenue, patient experience and payer performance.

Powered by:

80M+ annual claims transactions

80k+ denial audit letters

70k+ payer policies



“As AI becomes a commodity, data becomes the differentiator.

Applying advanced AI to inadequate data or bad processes might lead to short-term gains but won't drive long-term success.”

GRANT VAEZEY

ENSEMBLE CHIEF TECHNOLOGY OFFICER

Former VP, enterprise engineering, UnitedHealth Group

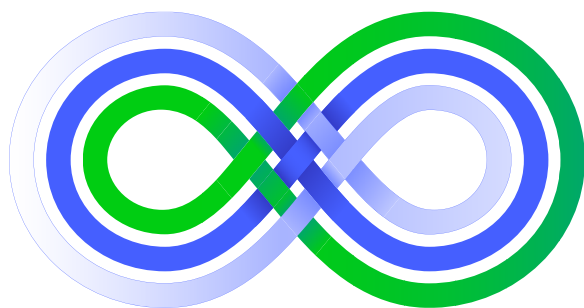
EHR-FIRST PHILOSOPHY

Enhancing, not replacing EHR functionality

Our agentic network enhances electronic health record (EHR) functionality with rich insights and actions — keeping our clients' host systems as the source of truth. This approach delivers on the promise of Ensemble's scale without sacrificing significant EHR investments.

Seamless host system integration

Our clients don't have to choose between native EHR automation and agentic capabilities. We integrate to enhance functionality, customizing what we deploy to drive performance specific to service, payer mix and EHR capabilities.



Client host system data

remains source of truth

Client host system functionality fully optimized, like patient portals + text-based communications

Ensemble's agentic network + supplemental AI enhance EHR functionality like voice-based AI

Proud to partner with Epic and other EHRs to help improve revenue cycle outcomes.

Epic
Revcyclers
PROGRAM

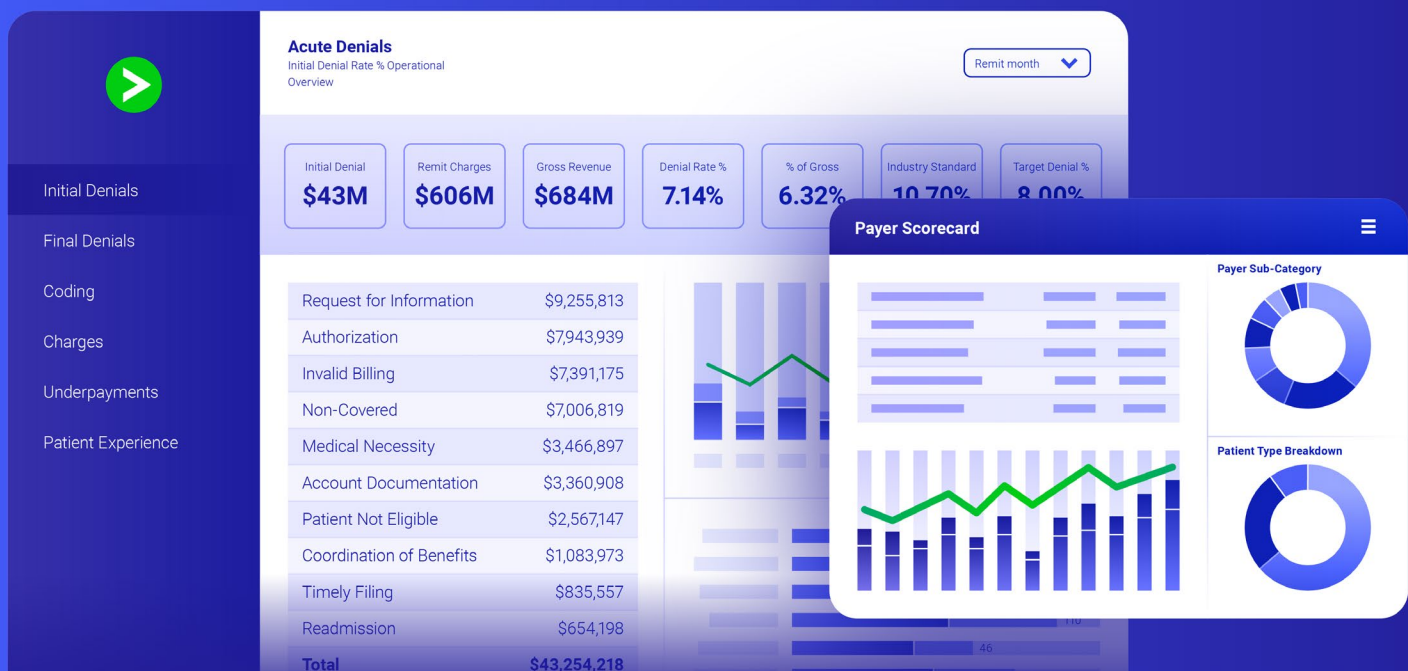


"A health system's EHR is the engine. We're the force multiplier. We build solutions to elevate not compete with client host systems to surface insights and actions that enhance functionality."

ANDREW RAY

ENSEMBLE CHIEF INNOVATION OFFICER

Former McKinsey & Company associate partner + RCM practice leader



SOLUTION DETAIL

Performance analytics

Say goodbye to data black boxes. Dynamic dashboards and drill-down reports provide real-time insights, all synced with client host systems as the source of truth.

Revenue performance

Unlock revenue cycle transparency.

Track more than 100 key metrics, from AR aging to cash collections and denial trends, benchmarked against industry standards and contract SLAs.

Payer insights

Level the playing field with payers.

Strengthen negotiations and improve payer performance with insights into denial trends, cash velocity, peer review outcomes and more.

Patient experience

Turn patient insights into proactive engagement.

Monitor patient satisfaction scores, care access metrics and referral patterns to identify and resolve friction points before they impact patient experience.



SOLUTION DETAIL

Predictive modeling

We don't let history repeat itself. We mine our deep dataset to find patterns and drive interventions that boost payment accuracy and improve patient experience.

Denial prevention

Stop denials before they happen.

We harness insights from 80k+ denial audit letters to predict denial risk by payer and account to trigger proactive intervention like preemptive authorization.

Payment anomaly detection

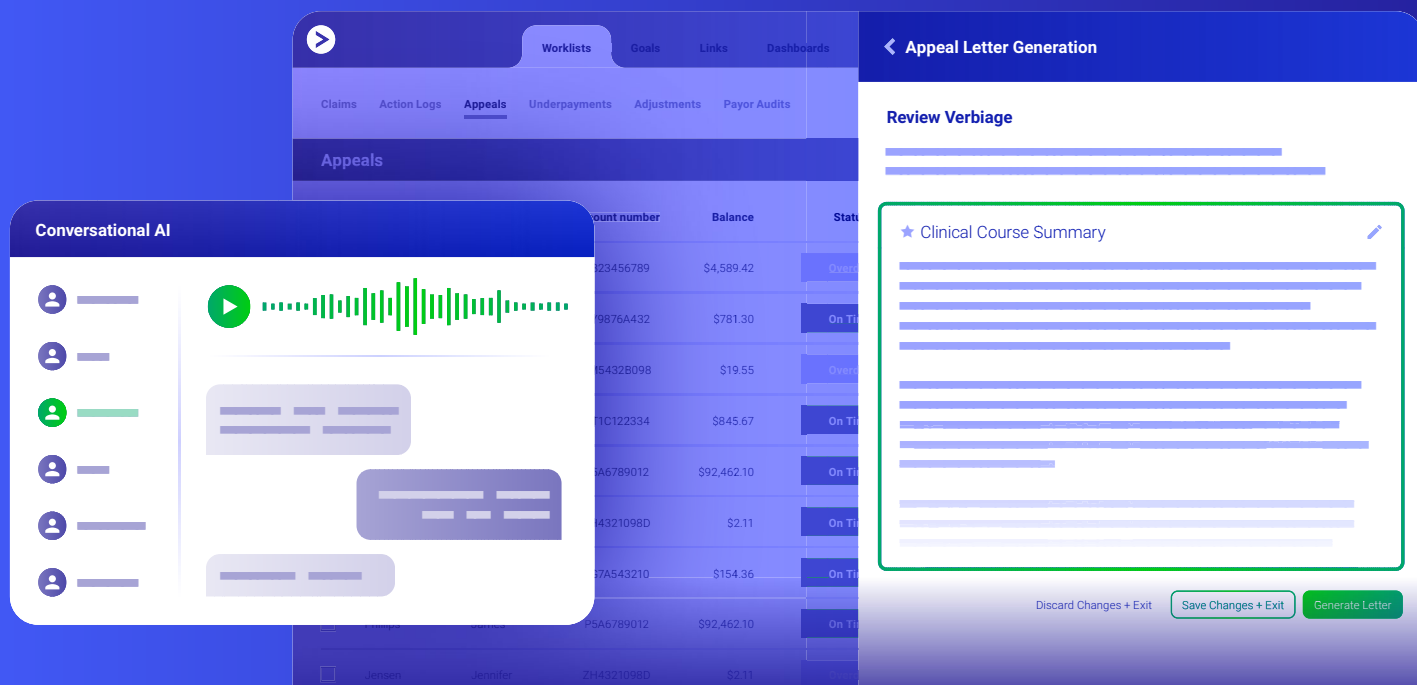
Find + fix hidden revenue leaks.

Every account is screened for anomalies, errors or underpayments. Discrepancies are flagged and routed for correction — ensuring no dollar is left behind.

Tailored patient communication

Anticipate needs + personalize outreach.

Patient preferences, historical behavior and account details drive personalized, proactive communication via the right channel, at the right time.



SOLUTION DETAIL

Integrated AI agents

We go beyond automation with a connected network of AI agents designed to anticipate needs, accelerate action and resolve complexity across the revenue cycle.

Conversational AI

Voice agents that understand + act.

Natural language agents interface with payers for secure, efficient data exchange and engage patients in empathetic, HIPAA-compliant conversations.

Operational assistants

Copilots that amplify human performance.

From generative denial appeal drafting to real-time call transcription and next-best-action recommendations, these agents support operators with speed, accuracy and focus — across the entire revenue cycle.

Agentic orchestrators

Autonomous agents that reason, act + resolve.

These agents reason through data patterns, evaluate context, make informed decisions and activate other AI solutions without human intervention to manage complex processes like AR follow-up.

Ready to get started? We're ready to help.

Ensemble is the leading provider of integrated revenue cycle operations in healthcare, trusted by hundreds of hospitals nationwide to manage more than \$40 billion in annual net patient revenue.

Learn more at **EnsembleHP.com**

