

Case Study

Adena Hits Revenue Targets After Unifying Revenue Cycle Management

PARTNERSHIP TYPE

Full revenue cycle outsourcing



PROFILE

Organization Type:

Nonprofit community health system

Size:

> \$432M NPR;
3 hospitals

Location:

Southern Ohio

Relationship:

Live with full outsourcing since March 2018

Problem

After a turnover in revenue cycle leadership, Adena Health System missed net revenue targets. Operations were disorganized and there was a disconnect and lack of alignment with hospital leadership. Eager to regain footing, the health system engaged Ensemble Health Partners to do a revenue cycle assessment. Our multi-point evaluation identified several problem areas.

- > Departments were unaware of the up- and down-stream impact of their work.
- > Patients weren't receiving education on financial responsibility.
- > Workflows and reporting processes were inefficient or non-existent.

These operational challenges directly contributed to:



High first-pass denials + write-offs



Low point-of-service collections



High unbilled days

Solution

Adena enlisted Ensemble to fully manage their revenue cycle operations. Using a combination of proprietary technology, process refinements and industry know-how we were able to quickly streamline operations and optimize structure, performance and results, including:

- > **Improving communication + transparency**, breaking down siloed operations
- > **Reconciling + establishing** dynamic reporting to monitor KPIs
- > **Training front-office staff** on POS collection methodologies + patient education strategies
- > **Implementing daily charge reconciliation**; focusing staff on reducing late charges + coding backlog

Measuring Success

\$11M

recovered in underpayments

500%

increase in POS collections

67%

decrease in AR > 90 days

50%

reduction in unbilled AR days