

Client case study

Insights + Action = \$13M in recovered underpayments

A Midwestern health system needed a secondary partner to focus on identifying and recovering revenue from underpaying accounts. They felt this was an important and untapped revenue opportunity not covered by their primary underpayment vendor.

Key Challenges

- 01** Primary vendor focused on high-value claims + large variance opportunities, but weren't investigating zero-balance accounts
- 02** Contract + statute deviations weren't being identified, raising concerns about overall capture and compliance
- 03** Lack of standardized processes led to multiple billing errors and underpaid claims

Ensemble Solutions

- 01** Created billing edits to resolve incorrect revenue codes causing underpayments
- 02** Built detailed prediction rules leveraging AI-driven automation to prevent common payor issues and detect coding, charging + billing errors for resolution
- 03** Investigated, identified + challenged contract language for specific payors, unlocking additional revenue
- 04** Led contractual dispute against payor for implant underpayments

Midwestern Health System

Client detail:

17 hospitals; 6,000 physicians
\$3.8B NPR | Midwest

Partnership detail:

Underpayments recovery secondary partner

Results

\$20M+ identified in underpayment opportunities

\$6.3M found in incorrectly billed high-cost drugs

\$6M+ discovered in implant underpayments

\$13M recovered in 24 months