

Client case study

Proactive approach to zero-balance accounts yields additional \$1.5M+ in annual revenue

Despite working with multiple underpayment vendors, a Southeastern health system felt they were missing out on revenue opportunities and wanted a more tactical, hands-on approach. They engaged Ensemble Health Partners to perform a deep dive into their accounts to not only recover revenue but prevent future underpayments by finding and fixing the root issues missed by other vendors.

Key Challenges

- 01** Zero-balance accounts + contracts weren't being comprehensively mined for revenue recovery opportunities
- 02** Lack of insight on and resolution of root issues contributing to underpayments

Ensemble Solutions

- 01** Discovered + communicated weaknesses in front-end processes causing underpayments
- 02** Leveraged AI-driven automation rules to eliminate false variances + detect anomalies other vendors missed
- 03** Identified + aggregated significant contractual issues to leverage during payor contract negotiations

Southeastern Health System

Client detail:

11 hospitals, 2,800 physicians
>\$3.6B NPR | Southeast

Partnership detail:

Underpayments recovery tertiary partner

Results

\$5M+ in recovered net revenue over four years

\$1M captured for previously uncharged inpatient blood transfusions