

Case Study

Catalpa Health Modernizes Rev Cycle to Better Serve Vulnerable Population

Monthly cash collections increase 167% with help from Ensemble Health Partners.

PARTNERSHIP TYPE

Full revenue cycle outsourcing



PROFILE

Organization Type:

Pediatric outpatient mental health

Size:

> \$12M NPR;
75 physicians;
5 practices

Location:

Wisconsin

Relationship:

Live with full outsourcing since February 2020

Problem

Catalpa Health is a collaboration between Ascension Wisconsin, ThedaCare and Children's Wisconsin to meet the growing demand for mental health care for children and teens. Lagging financial performance and cash collections threatened their efforts to meet the growing demand for resources and access in their community. Seeing the success of ThedaCare's full outsourcing partnership, Catalpa also engaged Ensemble to manage their revenue cycle operations.

A strategic and operational assessment highlighted several points of concern, including poor cash performance, low point-of-service 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Outdated Epic configuration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



Lack of communication

Solution

Combining our proprietary technology, process refinements and industry know-how, we quickly streamlined operations to drive performance improvements at scale:

- > **Improving cash collections** by strengthening charge capture + reconciliation; aligning technical + clinical denials follow-up
- > **Designing a comprehensive communication plan** with consistent touch points to expedite performance improvement + monitoring
- > **Implementing ongoing training + education** on modern revenue cycle management best practices
- > **Overhauling Epic** to maximize capabilities and better leverage its power

Measuring Success

\$532k

increase in monthly cash collections

92%

reduction in AR >90 days

69%

increase in clean claim rate

48%

decrease in denial rate