Billing & AR Management Increased Cash Collections to Nearly 102% & POS Collections Increase 5X While Increasing Patient Satisfaction

Client Case Study

ADENA Health System

Location: Southern, OH

Scope: Full revenue cycle outsource | 3-Hospital, 296-Bed System | >$432M NPR

Go-Live Date: March 2018

Challenges

01 Revenue cycle operated in silos
02 Departments unaware of upstream/downstream revenue cycle impact
03 Patient billing complaints
04 First pass denials above industry standard (60% from VA)
05 Unbilled days above industry standard
06 POS collections below industry standard

Solutions

01 Increased transparency, education, associate buy-in and improved KPIs
02 Optimized denials workflow processes & implemented industry-leading best practices
03 Focused concentration on reducing billed AR days
04 Reduced unbilled days through education, a dedicated effort to fix late charges and coding backlogs and review of the claim scrubber

Results

3.3% increase in cash collections (98.6%–101.9% of NPR)
5x increase in POS collections (Nearly 15% of self-pay are now POS)
67% reduction of insurance AR>90 days (38.8%–12.6%)
50% reduction of total unbilled AR days
~$11M recovered in underpayments

“Ensemble has exceeded the projections of our engagement with them and continue to do so. They bring a commitment to their customer at all levels.”

- Jeff Graham, CEO, Adena Health System

Solutions born from experience, not theory.
Contact us to learn more at Solutions@EnsembleHP.com or 704-765-3715.

These materials are for general informational purposes only. These materials do not, and are not intended to, constitute legal or compliance advice, and you should not act or refrain from acting based on any information provided in these materials. Please consult with your own legal counsel or compliance professional regards specific legal or compliance questions you have.