

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

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



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

"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



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

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



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