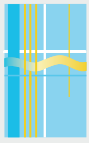


Client Case Study



**COVENANT
HEALTH**
Our Name is Our Promise

Locations: Maine and
New Hampshire

Scope: Full revenue cycle
outsource | 3-Hospital, 553-Bed
System | >\$500M NPR

Go-Live Date: October 2019



Challenges

- 01** Operated as three distinct hospitals with three different leaders & methods of operating
- 02** Continued issues while working to consolidate to a single, centralized operation
- 03** Problematic Epic go-live in 2018
- 04** High volume of unbilled claims
- 05** Under-performance in POS collections

Covenant Health Reduces AR Days by 10 Days Under Best Practice Average After Outsourcing Revenue Cycle to Ensemble



Solutions

- 01** Implemented best practice of daily unbilled review calls to reduce volume of unbilled claims
- 02** Staff training on best practice POS patient education scripts
- 03** Implemented patient estimates within Epic
- 04** Drove cost savings through vendor consolidation and transition to best-of-breed vendors
- 05** Implementing key process automations, leveraging the patented capabilities of the EIQ platforms



Results ✓

20% increase

in POS collections
(representing a lift of \$1M)

75% reduction

in unbilled days to the HFMA MAP
benchmark (15 days to 3 days)

20% reduction

in AR days



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