Client Case Study

**Ensemble Partnership Delivers Epic Gold Star Level 5 Performance for The Christ Hospital**

**Challenges**

01 Declining performance of incumbent revenue cycle vendor required accelerated implementation

02 High unbilled days and high volume of aged AR

03 Investment in Epic was not being maximized

**Location:** Cincinnati, OH

**Scope:** Back-end revenue cycle outsource | 555-bed, non-profit acute care facility | >$700M NPR

**Go-Live Date:** February 2019

**Solutions**

01 Streamlined Epic enhancements for better claim handling

02 Implemented monthly operating reviews to optimize operations

03 Created a denials prevention team to analyze 835 data

04 Created an Epic Gold Stars road map and operational plan

**Results**

- 3% increase in cash collections as percent of NPR
- $11M increase in NPR
- 7.1 reduction in unbilled days from 8.9 to 1.8
- 5.4 reduction in total AR days

Level 5 Epic Gold Star Performance

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

*Proprietary and Confidential | © 2021 Ensemble Health Partners*