

## Client Case Study



Location: Cincinnati, OH

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

Go-Live Date: February 2019

# 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



## 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.

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