

Client Case Study



ThedaCare

Location: Wisconsin

Scope: Full revenue cycle outsource | 7-hospital system serving 235,000 patients | \$750M NPR

Go-Live Date: February 2018

\$126M in Annualized Net Revenue Lift Delivered Through Revenue Cycle Outsourcing – 4.3% Increase Over Pre-Ensemble Baseline



Solutions

- 01** Stood up a rigorous, ongoing training program to educate the organization on modern revenue cycle management best practices
- 02** Overhauled Epic to take advantage of more of the platform's power and capabilities
- 03** Established rigorous denials reporting and deployed Ensemble leaders to work hands-on to improve front-end processes
- 04** Worked to improve charge capture, tighten charge reconciliation and align the efforts of technical and clinical denials follow-up workstreams
- 05** Created a dedicated Denials Prevention Unit
- 06** Deployed proven methods and scripts to improve POS collections without compromising patient experience

"When Ensemble commits to something, you can take that to the bank. If anybody has the opportunity to meet Judson and Shannon and they don't go with Ensemble, that'd be surprising."

- Dr. Imran Andrabi, CEO, ThedaCare



Challenges

- 01** Financial performance lagged behind industry benchmarks for several years
- 02** A revenue cycle assessment revealed poor cash performance, low POS collections, a high inventory of unbilled claims and a significant volume of AR>90
- 03** Siloed revenue cycle functions
- 04** Inadequate education/training systems
- 05** Poor charge capture
- 06** Outdated Epic configuration

Results ✓

>100%
cash collections achieved

x3 increase
in POS collections

54% reduction
of outstanding credit balances

9.2 reduction
in unbilled days (from 11.9 to 2.7)

44% reduction
of AR>90 days (32.2% to 17.9%)

43% reduction
of first-pass denial rate (11.2% to 6.3%)

Achieved
Epic Gold Star Level 7



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