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

**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06 Outdated Epic configuration

**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

**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

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