

Client Case Study



Location: National

Scope: Zero Balance Lookback & Underpayments Review | 67-Hospital, \$14.9B NPR system

Go-Live Date: June 2020

Challenges

- 01 Revenue cycle leaders were focused on Epic transition, allowing blind spots to revenue cycle breakdowns in the legacy systems
- 02 Internal resources were tasked with realignment of revenue cycle operations to new consolidated business offices in the system
- 03 Pandemic-related challenges further hampered ability to notice or correct rapidly evolving revenue cycle issues

Ensemble has recovered over \$10M dollars in missed revenue; \$7M recovered from second pass review behind other vendors

Solutions

- 01 Provide/report trending issues and health ministry/facility with most frequency
- 02 Analysis and reporting revealed weakness in contract provision enforcement, revenue integrity and insurance/denial follow-up
- 03 Complex claims team highlighted where a payor is in deviation of contract/violating statute
- 04 Worked with Trinity managed care leaders to clarify and enforce contract language
- 05 Charge errors corrected, and bridge routines/alt logic created to optimize reimbursement - corrected & rebuilt claims.
- 06 Feedback provided to operational leaders to enhance best practices and training opportunities

Results ✓

\$4.2M

in coordination of benefit denials

\$4.5M

in undetected processing errors

\$2M

in carve-outs that were not paid correctly

\$1M

identified in out of network underpayments



Solutions born from experience, not theory.

Contact us to learn more at Solutions@EnsembleHP.com or 704-765-3715.

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