Client Case Study

**Trinity Health**

**Location:** National

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

**Go-Live Date:** June 2020

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**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

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**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

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**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 statue

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

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

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