



Product Comparison Summary 2022

Revenue Cycle Outsourcing - Product Compare

Ensemble Health Partners Revenue Cycle Outsourcing

Guidehouse (formerly Navigant) Revenue Cycle Outsourcing

R1 RCM Revenue Cycle Outsourcing

Promotional Use

KLAS Performance Report

The insights contained in this report are a compilation of data gathered from interviews with healthcare providers and represents a snapshot in time of information in the KLAS database. The data represents opinions of providers and does not represent the opinion of KLAS. The information is intended solely as a catalyst for a more meaningful and effective investigation of healthcare technology on an organization's part and is not intended nor should it be used to replace an organization's due diligence.

This promotional use report allows vendors to share product performance ratings with healthcare providers. It allows the individual generating the report to share product comparisons of their choosing. KLAS recommends that providers visit KLASresearch.com to access current research or to see the rest of the market segment by creating an account. Contact KLAS via email at info@KLASresearch.com for assistance with any questions you or your organization may have regarding this report, market segment, or KLAS in general.

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Who We Are.

KLAS is a research firm on a global mission to improve healthcare delivery by enabling providers to be heard. By working with thousands of healthcare executives and clinicians, KLAS gathers data on software, services and medical equipment to deliver timely reports, trending data, and statistical overviews about the healthcare industry. The research directly represents the provider voice and acts as a catalyst for improving vendor performance. Founded in 1996, KLAS has been providing transparency to the healthcare industry for over 20 years.

What We Do.

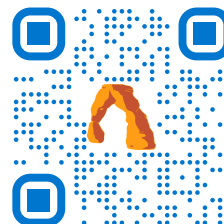
KLAS utilizes two methods to collect performance data. The first is a series of direct product/vendor evaluations completed by healthcare provider organizations. Second, KLAS performs in-depth, confidential interviews with healthcare providers and payers to gather valuable insight into specific strengths, weaknesses and future expectations for each product. From these two sources, readers may gain valuable insights into how a vendor or product is performing.

Data Level Exceptions

- L** Limited data, typically early trending data
- ⊘** Scarce Data, we have currently only gathered very little on this product. This may be an indication of low market presence, or it is in early stages of receiving ratings with KLAS. Due to the probable fluctuation in score as we collect more data we are not confident in displaying any metrics at this time.

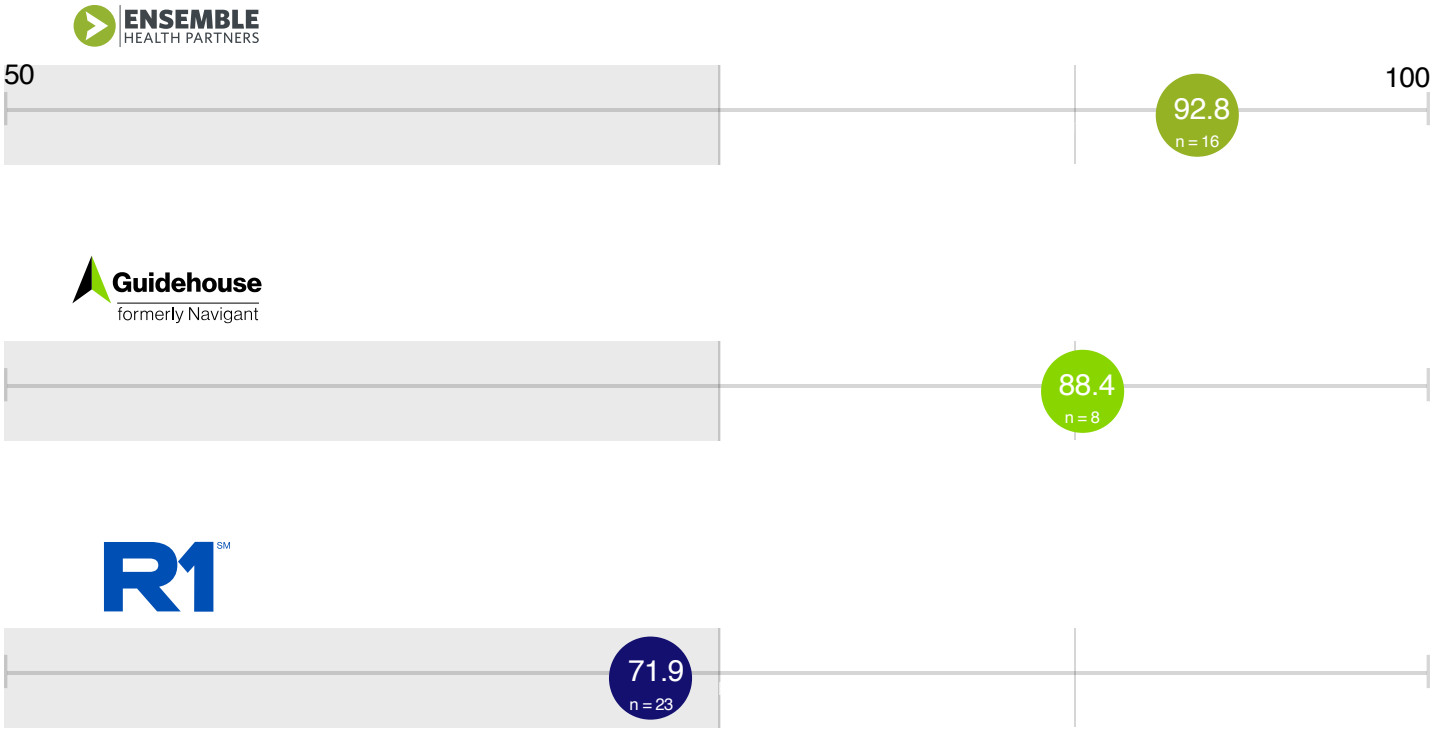
KLAS is on a mission to improve healthcare. We share our insights and data with healthcare professionals at no cost. Learn more at:

<https://KLASresearch.com>



Overall Score

Average for Revenue Cycle Outsourcing **76.1**



Professional Services Average for KLAS Rated Products **89.7**

Score Distribution

● 1-6 Unsatisfied ● 7 Acceptable ● 8 Satisfied ● 9 Very Satisfied

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing



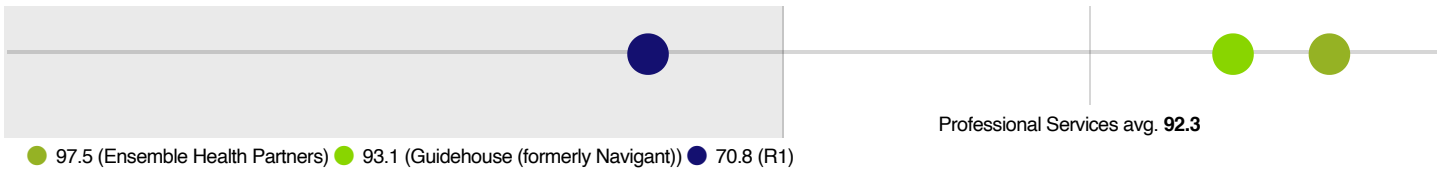
Guidehouse (formerly Navigant) Guidehouse (formerly Navigant) Revenue Cycle Outsourcing



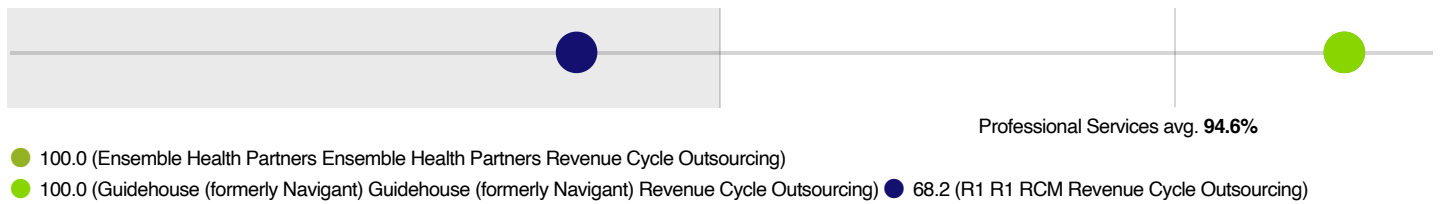
R1 R1 RCM Revenue Cycle Outsourcing



Loyalty

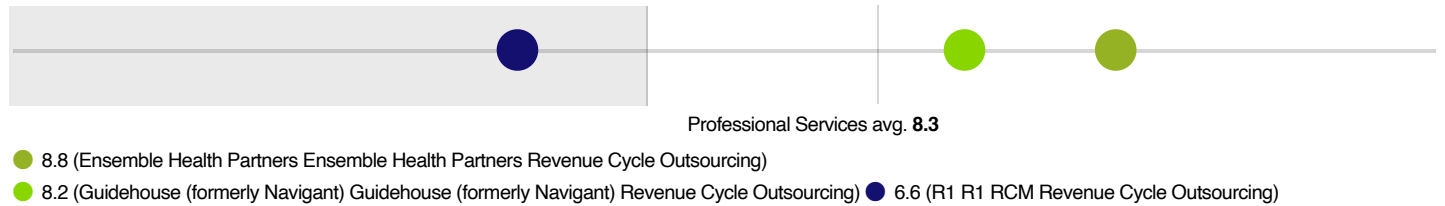


Would you buy again (Yes/No)

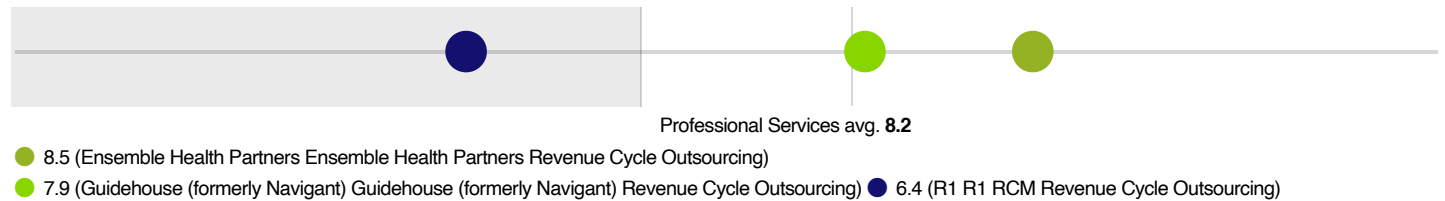


Limited Data

Likely to Recommend (1-9)

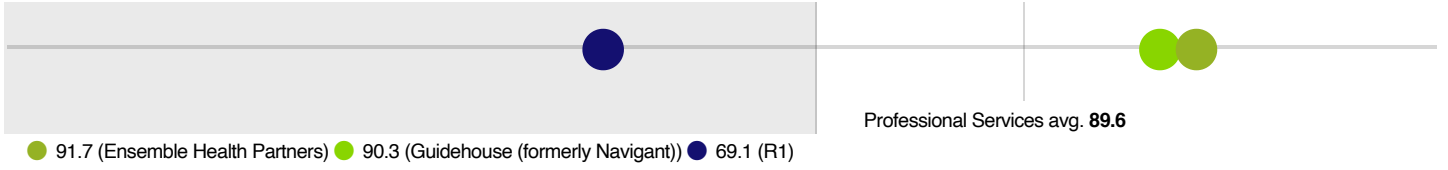


Overall satisfaction (1-9)

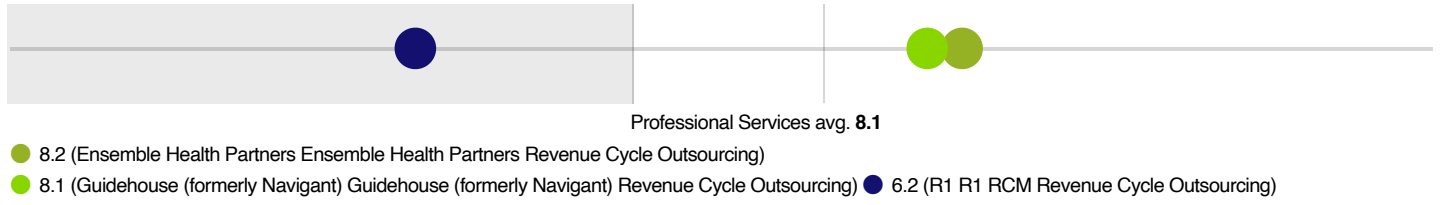


Limited Data

Operations



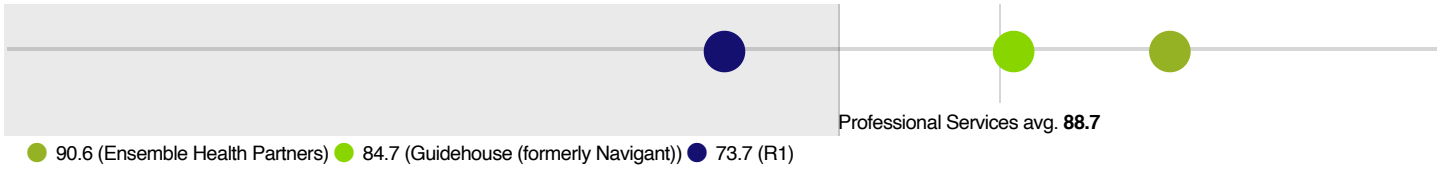
Engagement Execution (1-9)



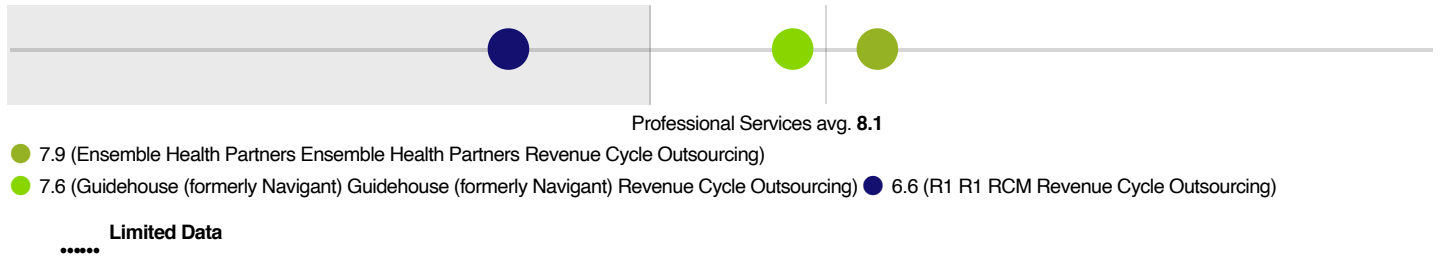
Limited Data

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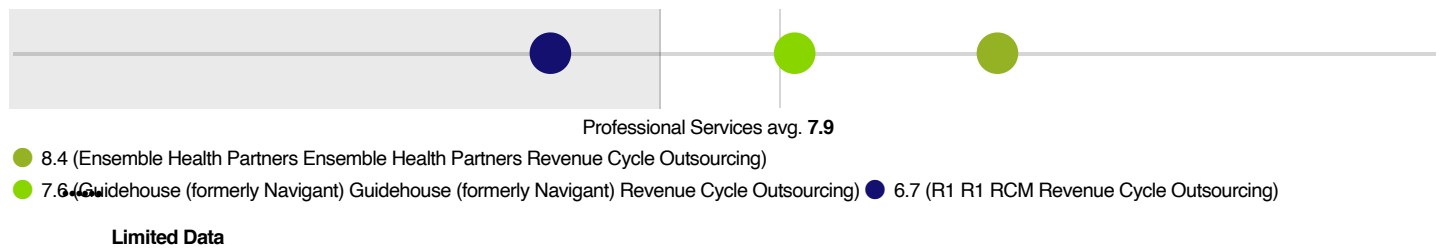
Product



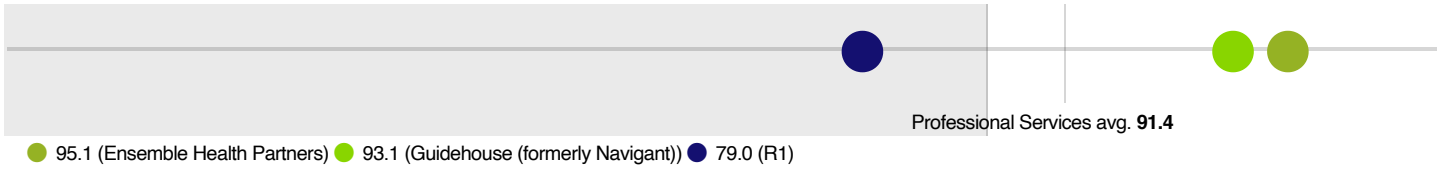
Quality of Staff/Consultants (1-9)



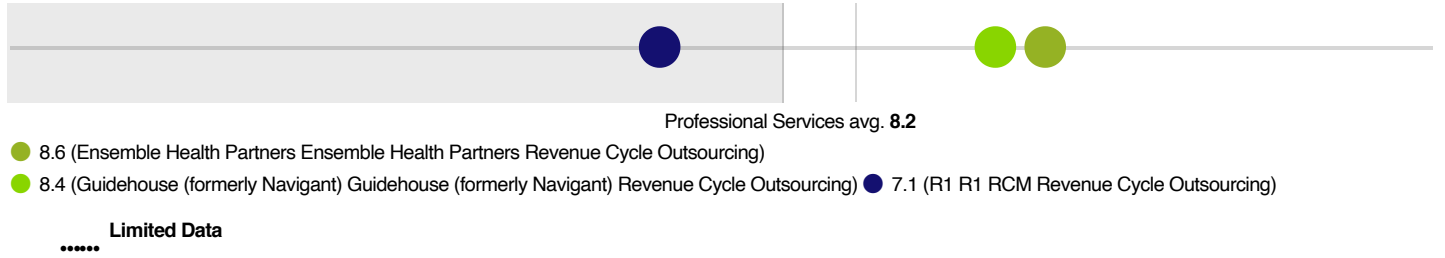
Strategic Ability (1-9)



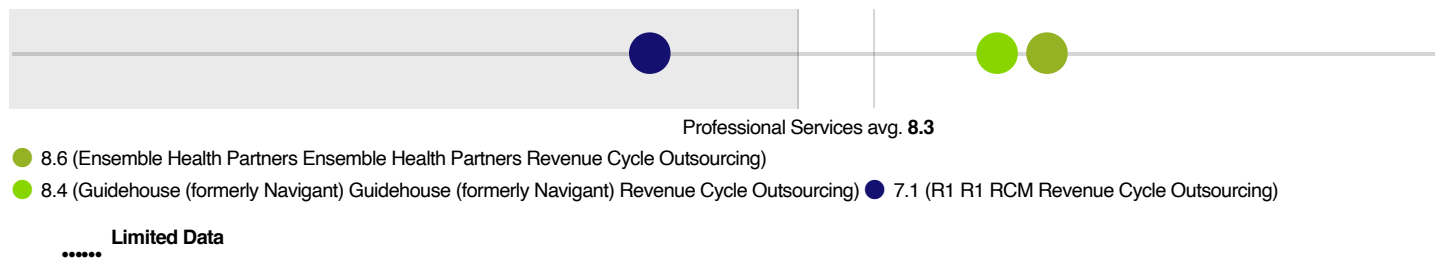
Relationship

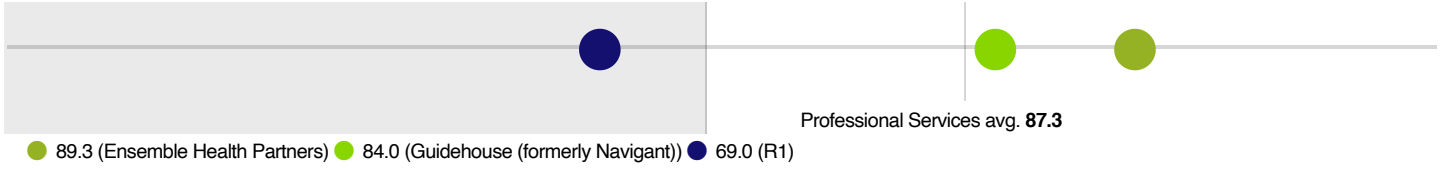


Vendor executive involvement (1-9)

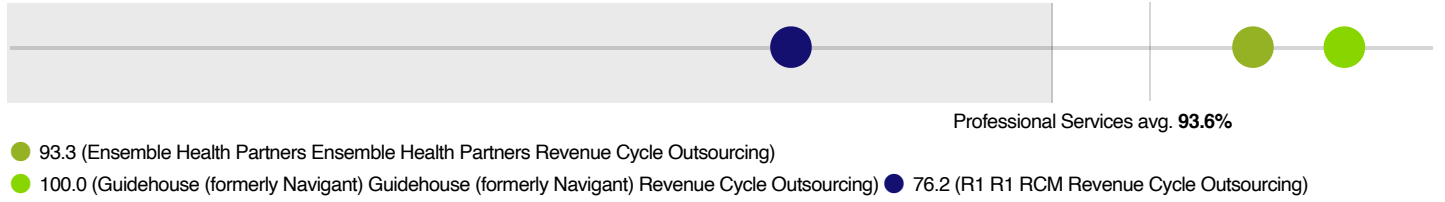


Strength of Partnership (1-9)



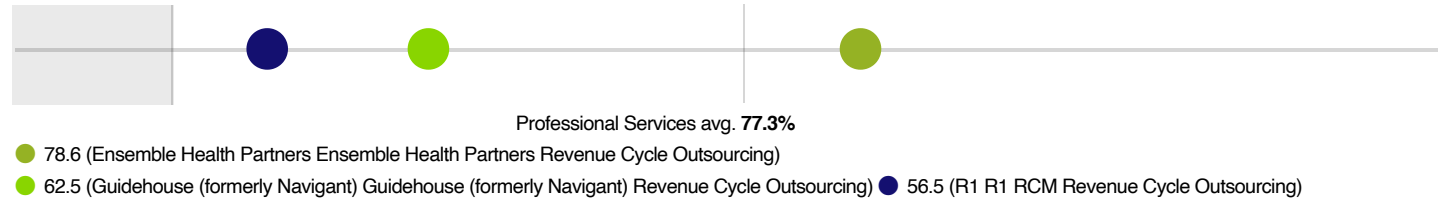


Avoids charging for every little thing (Yes/No)



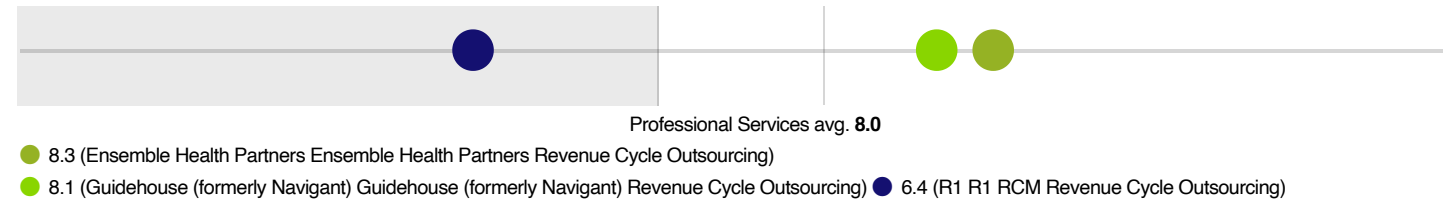
Limited Data

Exceeds Expectations (Yes/No)



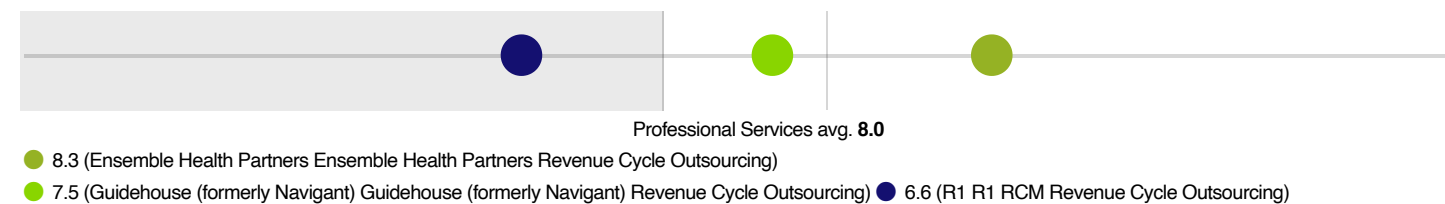
Limited Data

Money's worth (1-9)



Limited Data

Drives Tangible Outcomes (1-9)



Limited Data

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing

82 %

4 %

14 %

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing

Relationship



CEO/President

Relationship

Our engagement with Ensemble Health Partners has been fantastic. The firm has been really good at swimming upstream and helping us fix operating issues that create problems or issues down the line, and a lot of companies that I have worked with in the past have not done that. Other firms are happy to get their percentage on the collections on the back end, but they don't really focus on trying to help us with any front-end issues we might be having. Ensemble Health Partners takes the time to do that. Their accessibility and responsiveness have always been terrific. The firm has been a great partner.

★★★★★ | ★★★★★

Dec 2021



CEO/President

Relationship

The executive involvement is great. An upper-level executive takes all of my team's phone calls and personally gets involved at a very detailed level. That always reassures the company. The responsiveness of the senior team is outstanding. I have never seen anything like it.

★★★★★ | ★★★★★

Dec 2021



Director

Relationship

Ensemble Health Partners gets down to a detailed level. They give us anything that will help our organization recover money from any type of denial, and they give us preventative measures to help us avoid denials. The firm tells us what we need to do, what statutes we need to follow, and what information we need to provide to payers. Ensemble Health Partners also helps us with renegotiating contracts. With the firm's help, we have been able to rewrite contracts and get better reimbursement. We want someone to partner with us. I would definitely recommend Ensemble Health Partners because I have been satisfied overall.

★★★★★ | ★★★★★☆

May 2021



Director

Relationship

I have had involvement with Ensemble Health Partners' executive leadership all the way up to the CEO. That person is very involved and down to earth. I don't have to be involved with the executives, but I am willing to be. We have a really strong partnership. The firm is doing everything in their power to ensure that our relationship is successful. They make sure that we are invited to different seminars so that we are included. We have the information that they share with all their clients. If one hospital system is experiencing something, more often than not, the majority of hospital systems are experiencing that same thing. I don't think Ensemble Health Partners could do anything different from what they are doing right now.

★★★★★ | ★★★★★☆

May 2021



Director

Relationship

From a strategic perspective, Ensemble Health Partners does a very good job. I don't know whether we would have caught certain things without their help. I have been doing business with the firm for a long time, and I am very happy with their service. I had a difficult case that was a little too intense for my staff, so I gave it to Ensemble Health Partners, and they were able to recover the money. I was happy to pay the firm because they were successful. They do exceed my expectations.

★★★★★ | ★ | ★★★★★ ☆

May 2021



CEO/President

Relationship

We have had several meetings with the vendor to incorporate technology into our processes. We continually look at how we can look at potential opportunities to improve the platforms that we use, not only in the EMR but also in the interfaces between the EMR and the revenue cycle systems. We do things very intentionally with the vendor. We have forward-thinking conversations that are always looking toward the future.

★★★★★ | ★ | ★★★★★ ★

Mar 2021

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing

Project Results



CEO/President

Project Results

In our contract with Ensemble Health Partners, they have incentive parameters for their performance measures, and they have consistently exceeded those performance opportunities. If we have a special request or urgent need for a turnaround on a report or issue, the firm is unbelievably responsive.

★★★★★ | ★ | ★★★★★ ★

Dec 2021



COO

Project Results

I would say that the engagement with Ensemble Health Partners has gone very well. One thing that I really appreciate about them is that they have been very innovative and responsive in terms of doing things that will be helpful for our patients and insurers. We have never felt nickel-and-dimed by Ensemble Health Partners, and they have done a lot of good, helpful work. They have put different processes in place that are fair to our patients and very appropriate for us as well.

★★★★★ | ★ | ★★★★★ ★

Dec 2021



VP/Other Executive

Project Results

We have outsourced all our revenue cycle operations to Ensemble Health Partners, and we have seen an overall increase in operational revenue.

★★★★★ | ★ | ★★★★★ ★

Jun 2021



CFO

Project Results

Ensemble Health Partners has made substantial improvements in recent years and has gotten the full benefit of the changes they have made over time. Probably the single most important thing of the year was that Ensemble Health Partners participated actively in managing the COVID-19 situation. They monitored all of the payer and government billing changes and communicated well about those things. The firm worked with operations to make a lot of rate changes. Ensemble Health Partners' biggest role was to help lead the revenue cycle through the chaos. What stood out was that they accomplished everything with people working from home and all the changes in the industry and had great revenue cycle results for the year.

★★★★★ | ★★★★★

Apr 2021



CFO

Project Results

Ensemble Health Partners was able to come in and redirect our staff and queues. There are a lot of the nuts and bolts when we have done things one way forever; the staff members don't know what they don't know. That is the whole reason I wanted to bring somebody like Ensemble Health Partners in. I have seen an incredible change in the unbilled collections with the same staff members that generated the poor results to start with. We had bad processes, and Ensemble Health Partners is fixing the process part, and that is what I wanted them to do.

★★★★★ | ★★★★★

Feb 2021

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing

Future Outlook



CEO/President

Future Outlook

We had a significant lift in terms of our overall revenue cycle. Denials management and cash collections improved significantly. The same trends continued the next year, factoring out the effects of the COVID-19 crisis. That wasn't necessarily a revenue cycle problem, but there was an overall education in gross revenue due to decreased volumes. Our processes get tighter and tighter year over year, and the RCM gets significantly better as time passes. Overall, we have been extremely happy with our partnership.

★★★★★ | ★★★★★

Mar 2021

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing

Tools and Methodology



COO

Tools and Methodology

What I really appreciate about Ensemble Health Partners is that when they have challenges as we all do, they bring those to us. They generally come with a plan for how they want to address the challenges, so they don't bring problems forward without bringing solutions forward as well.

★★★★★ | ★★★★★

Dec 2021



CFO

Tools and Methodology

Ensemble Health Partners seems to stay forward thinking around strategy. They will sometimes bring best practices from other clients without us even reaching out. Or the firm will give us an early warning about challenges with payers. If we ask for a change, Ensemble Health Partners will put in the change within a certain time frame.



Jul 2021



CFO

Tools and Methodology

Things with Ensemble Health Partners are going very well. I have a dashboard that shows our unbilled, A/R, and point-of-service collections, and many of them are heading in the direction that I want them to head in. So far, I never would have imagined Ensemble Health Partners could do what they have done for us in a short amount of time. I am very impressed with what they have brought to the table. I am going to evaluate Ensemble Health Partners on how many standard operating procedures they are going to put in front of me. I am pleased to say that they have been putting quite a few procedures in front of us because I want the best practice. There are certain policies that I will not change, but Ensemble Health Partners has brought new policies and best practices that I plan to evaluate.



Feb 2021

Ensemble Health Partners Ensemble Health Partners Revenue Cycle Outsourcing

People and Knowledge



VP/Other Executive

People and Knowledge

Ensemble Health Partners has been a good partner. They are very proactive and forward thinking. They have a high level of knowledge as it relates to revenue cycle operations, and they are very hands on.



Jun 2021

KLAS has accepted the mission of improving the world's healthcare by increasing transparency among HIT vendors. By shining a light on vendors, KLAS has placed themselves in a delicate position between vendors and providers. KLAS bridges the gap between the providers and vendors of the healthcare world in a delicate manner. The providers who give us feedback rely on us to accurately present their voice to vendors. They also trust that the data we publish for them is honest, accurate, and impartial. As such, all of our insights undergo multiple data quality checks. The information in this report is KLAS certified as accurate, honest and impartial.

