Full Outsourcing

Case Study

Covenant Health Streamlines Rev Cycle Operations

Full outsourcing partnership enables investment in service lines

PARTNERSHIP TYPE

Full revenue cycle outsourcing

COVENANT
HEALTH
Our Name is Our Promise

PROFILE

Organization Type:
Regional health
delivery network

Size:
> $500M NPR;
3 hospitals; 553 beds

Location:
New England

Relationship:
Live with full outsourcing
since October 2019

Problem

As part of their Journey to Excellence, Covenant Health is focused on keeping patient costs low and protecting and improving access to high-quality care. To unite resources in one centralized business office, they consolidated three disparately operating hospitals. That, combined with a problematic Epic go-live led them to seek a full revenue cycle outsourcing partnership.

Covenant enlisted Ensemble's help with some of their key challenges, such as:

High volume of unbilled claims in Epic + nThrive

Low point-of-service collections and no estimates

High vendor spend

Solution

Combining our proprietary technology, process refinements and industry know-how, we quickly streamlined operations to drive performance improvements at scale.

> Implementing best practice of daily unbilled review calls with key stakeholders to restructure upstream workflows

> Instituting patient estimates in Epic + educating staff on point-of-service (POS) collection tactics

> Consolidating vendors + bringing key functions in house to reduce vendor spend

Measuring Success

20%
increase in POS
collections

75%
reduction in
unbilled days

103%
increase in
cash collections

10
-day decrease
in AR

ENSEMBLE
HEALTH PARTNERS