

RCM Leader Shares How She **Unlocked the Potential** of Her Workers' Comp Claims

Unexpected Revenue Leads to a Long-Term Partnership

When Regional One Health decided in 2010 to partner with EnableComp on workers' compensation claims, the move made perfect sense. Regional One's revenue cycle team lacked the in-depth knowledge of workers' comp payer rules needed for efficient collections. So, they were struggling with varying payer guidelines for submitting claims,

"EnableComp is a **great partner**. They're not a vendor to us."

payer stalls, claims that had to be reworked, and claims that must be handled manually. EnableComp, however, built a successful and trusted business on that very expertise over the last two decades, **processing more than 10 million specialty revenue cycle claims for over 1,000 healthcare provider partners nationwide.**

Although Regional One had some initial hesitation about relinquishing a segment of A/R to a vendor, all doubts evaporated after EnableComp began looking at a three-year backlog of paid and unpaid workers' comp claims. The hospital quickly realized a return on investment, and money has continued to flow in from those claims. In addition, Regional One has taken aspects of what it has learned from EnableComp and applied it to other types of healthcare payer claims.



EnableComp brought us **additional money** we probably would not have gotten ourselves. We did not expect that kind of money."

Judy Briggs,
 Vice President of Finance, Revenue Cycle
 Regional One Health

CLAIMS OUTSOURCED



Workers'
Comp



Veterans
Administration



Commercial
Denials

SOLUTIONS



Zero-Balance
Review



Day 1
Billing



Medical
Necessity

CLIENT PRIORITIES

- ✓ Navigate workers' comp issues despite lack of in-house expertise and specialized technology.
- ✓ Maintain RCM team's engagement and productivity while working from home.

OUTCOMES

\$5 Million+ Annual Uplift for Workers' Comp Claims

\$243
Million

Lifetime in Cash Uplift

25%

Decrease in
Days to Pay

3.33+

Return on Investment

Incremental **\$1.2M** in
 Revenue via Resolution of Medical
 Necessity Denials in Q1 2024

It's Taken Care of, So They Can Take Care of Others

Regional One's Judy Briggs values her organization's ability to work with EnableComp as close partners rather than in a typical vendor relationship. "They have someone here on site with us who sends us whatever information is needed to get a claim paid," Judy says. "As a safety-net facility, we have a responsibility to take care of those who don't have healthcare coverage. So, it's very important for us to get paid for what we do."

E360 RCM™: The Powerhouse Behind Regional One's Success

The smooth integration of technology has been a key part of the partners' seamless fit. EnableComp's powerful specialty revenue cycle platform, E360 RCM, ensures timely and accurate payments without the need for Regional One to invest in expensive technology or update its systems. And with 24 years of claims intelligence, it just keeps getting better.

Built by tech innovators and specialty revenue cycle experts, this unified platform is powered by intelligent automation and supercharged by human-in-the-loop interaction. With nearly 50% automation, it is seven times more efficient than traditional workflows — providing built-in reimbursement modeling, automated denials management features, automated underpayment identification, and robust analytics that facilitate data-based decision-making. Federal, state, and commercial payer requirements are embedded in the platform and updated in real time, simplifying and optimizing workers' comp claims for RCM leaders who struggle with the process and outcomes.

"While workers' comp is a small percentage of our total payer mix, **it's big money to get those claims paid correctly and on time.** With EnableComp, I don't have sleepless nights about workers' comp claims."

A More Focused & Efficient RCM Team

As a result of the success with workers' comp claims, the partnership has expanded. Regional One has engaged EnableComp to address other revenue cycle issues, including medical necessity denials and implant invoices, a particular challenge in workers' compensation. The result has been additional money that the medical center says it would not have gotten on its own.

Meanwhile, relieved of the burdens of workers' comp claims by leaving them to the experts, Regional One's revenue cycle teams have been empowered to work outside the revenue cycle box, collaborating with clinical and other areas of the hospital.

Decades of intelligent automation & specialty RCM expertise. One powerful platform.

It's Your Revenue. We'll Find It.



ABOUT REGIONAL ONE HEALTH

Memphis-based Regional One Health is the oldest hospital in Tennessee. Its locations — which include Regional Medical Center, a rehabilitation hospital, an extended care hospital, a surgery center, a center for high-risk pregnancy, a cancer center, and outpatient clinics — serve patients in West Tennessee, Arkansas, Mississippi, and Missouri.



Regional One Health

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