

CASE STUDY

WELLSTAR MCG HEALTH

EXCEEDING EXPECTATIONS TO ENHANCE THE PATIENT EXPERIENCE AND INCREASE COLLECTIONS

THE CHALLENGE

Prior to partnering with EnableComp, Wellstar MCG Health was looking for new ways in which they could positively impact their ability to increase cash, lower their aging, and regularly perform complex claim billing tasks efficiently and effectively. Two areas that were identified include a better understanding of the complexities involved in billing Workers' Compensation and Veterans Administration claims, as well as having a dedicated staff with best-in-class tools available to take this aspect of their Revenue Cycle to the next level.

THE SOLUTION

Wellstar MCG Health first engaged EnableComp in 2016 to deploy a specialized team of experts to focus on their Workers' Compensation Zero Balance Underpayments and Aged Inventory Claims. Upon realizing significant results through this initial partnership, Wellstar MCG Health quickly decided to outsource all claims starting on Day 1. This led to Wellstar MCG Health's decision to add VA Day 1 collections and Open AR, in 2020, with a goal to improve workflows and increase the accuracy of expected vs. paid projections by reallocating their billing team to better focus on other areas of revenue, ultimately achieving a significant increase in cash collections and operational productivity.



**WORKERS'
COMPENSATION**

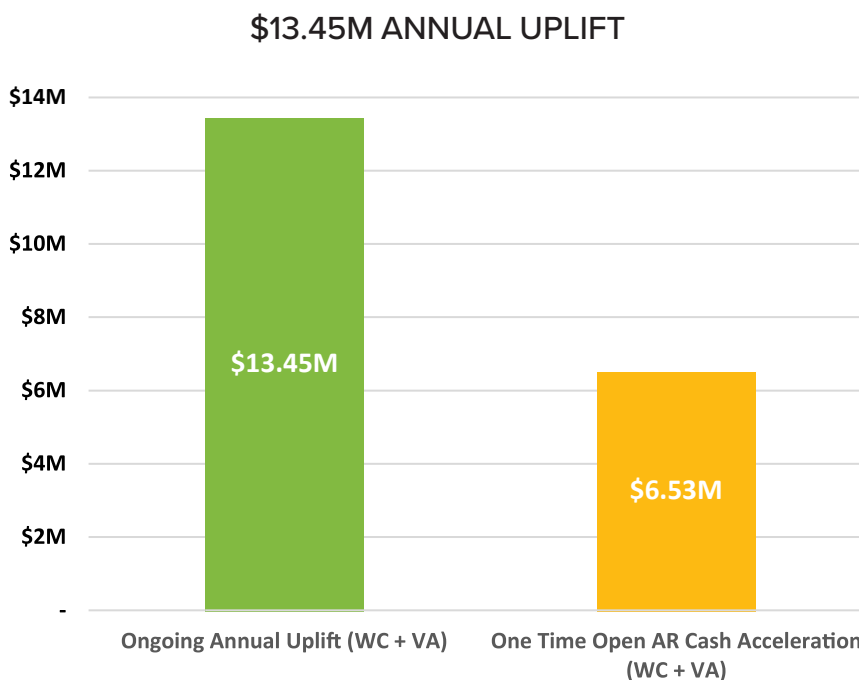


**VETERANS
ADMINISTRATION**

"As the only public academic health center in Georgia, it is extremely important for Wellstar MCG Health to choose partners who share our same values and embrace the same level of integrity and professionalism we instill throughout our organization. We have extended our service portfolio with EnableComp as our trusted complex claims partners over the past seven years by adding new services that continue to improve cash collections, enhance the patient experience, and increase overall yield year over year."



Jennifer Ruda
VP, Revenue Cycle



CLIENT PROFILE

Based in Georgia, Wellstar MCG Health is a world-class health care network, offering the most comprehensive primary, specialty, and subspecialty care in the region. Wellstar MCG Health provides skilled, compassionate care to its patients, conducts leading-edge clinical research, and fosters the medical education and training of tomorrow's health care practitioners.

Since 2000, Wellstar MCG Health has been the only regional health provider to have its physicians consistently ranked among the top 1% in the nation by Castle Connolly Medical Ltd. and included in the national database of America's Top Doctors for cancer, neurology, cardiovascular, gastroenterology, otolaryngology, urology, rheumatology, and plastic surgery services. But they didn't stop there. Over 50 Wellstar MCG Health physicians are among the top doctors in the region, making them some of the most experienced, educated and awarded professionals throughout the Southeast.



RESULTS

Partnership Began in 2016

\$232M
COMPLEX CLAIMS COLLECTIONS

\$37M
WORKERS' COMPENSATION
RECOVERIES

\$13.45M
ONGOING ANNUAL UPLIFT

"The results we have seen through our partnership with EnableComp have exceeded our revenue cycle goals and expectations from the beginning. In 2016, we put our trust in their team members to make Wellstar MCG Health a priority for identifying and recovering Workers' Compensation dollars. This trust led us to expand our Veterans Administration and Workers' Comp billing partnership to help generate a total of \$232 million in complex claims collections through 2022."

Jennifer Ruda
VP, Revenue Cycle

ABOUT ENABLECOMP

EnableComp is a revenue cycle management (RCM) complex claims company that challenges revenue cycle norms and is redefining industry standards within this specialized area. Comprised of a growing portfolio of industry-leading specialty RCM programs, EnableComp offers the expertise, processes, technology, and capabilities needed to enhance the patient experience and create significant financial improvements to the bottom line for healthcare providers.

