

A Lesson in Resource Optimization from Northwestern Medicine

How the Specialty RCM Platform, *E360 RCM™*, Enhanced Their Workforce and Increased Annual Workers' Comp Uplift by 17%

THE CHALLENGE

With award-winning facilities across Chicago, Northwestern Medicine is known for its commitment to superior quality, academic excellence, scientific discovery, and patient safety. Like all hospitals and health systems, their ability to meet the mission depends on the financial wellness of their organization.

For the financial leaders at Northwestern Medicine, innovative technology plays a key role in overcoming the staffing and reimbursement challenges that stand between them and financial wellness. Never content to let money sit on the table, **they look to EnableComp and the E360 RCM intelligent automation platform to streamline and optimize their specialty revenue cycle management (RCM),** specifically for Workers' Compensation (WC), Veteran's Administration (VA), and Out-of-State Medicaid (OSM).

"As a leader in specialty claims, **our partnership with EnableComp continues to be a valuable asset** to Northwestern Medicine."

— John A. Orsini, CPA,
Executive Vice President and Chief
Financial Officer



Over the years, the partnership between Northwestern Medicine and EnableComp has grown and evolved toward a more unified approach with ever-greater efficiencies and gains. **Today, with EnableComp handling both WC and OSM claims from Day One, their staff can focus on commercial claims — significantly increasing collection yield and impacting outcomes across payer classes.**

CLAIMS SOLUTIONS



Workers'
Compensation



Out-of-State
Medicaid



Veterans
Administration

THE RESULTS

Workers' Compensation

\$10M+
Annual Uplift

17%

Increase in Collection Yield

5

Northwestern FTEs
Reallocated to Commercial
Payer Classes

With the success of these streamlined workflows, **Northwestern Medicine is expanding the partnership** with end-to-end solutions for additional specialty classes.

HOW WE DID IT

Successful revenue cycle management depends on strategic resource optimization. When it comes to specialty RCM claims — the most challenging claims with the most elusive returns — knowing how and when to leverage a vendor partner is key to maximizing in-house capabilities for the best results.

Even at Northwestern's scale, they didn't have the expertise or technology to effectively manage the ever-changing specialty claims reimbursement process. By partnering with EnableComp on Day One claims, **they not only avoid underpayments, delays, and denials, they also keep their staff focused on what they do best.**



Advanced Technology for Strong Outcomes

Built by tech innovators and specialty revenue cycle experts, powered by intelligent automation, and supercharged by human-in-the-loop interaction, E360 RCM is a unified platform with over two decades in claims intelligence and \$5 billion in claims reimbursements. **With nearly 50% automation, our platform is 7x more efficient than traditional workflows.** Every processed claim makes the platform smarter — enhancing our proprietary algorithms for the highest yield and best-in-class outcomes in less time.



Optimized Workforce

In the beginning, EnableComp started working Northwestern's WC claims at Day 120 while their in-house team managed the process from Day One through submission, initial payment or denial. Our success was so significant, they changed their approach and put our team on WC from Day One. By reallocating full-time employees (FTEs) from WC to higher-dollar commercial claims, they were able to **cut costs, improve employee satisfaction, and maximize revenue across payer classes.**



Trusted Partner in RCM

The relationship between Northwestern Medicine and EnableComp is built on trust earned through years of collaboration. With a comprehensive approach and specialized teams, we consistently deliver for Northwestern — **exceeding expectations in efficiency and revenue capture.**

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“EnableComp demonstrated the **ability to collect on difficult, aged claims through a Workers' Compensation Day 120 partnership**, which led to the decision to convert them to Day One billing for maximum revenue capture.”

— **Rasa Ruzgas**, Director
of Revenue Cycle

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“As we looked at our revenue cycle efficiencies and outcomes, the decision to reallocate our resources from workers' compensation claims to commercial payer claims was a **successful strategy in driving down A/R within larger revenue buckets.**”

— **Michael Mullen**, Vice
President of Hospital
Revenue Cycle

Get Paid for the Work You Do

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money on the table?

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