

# UCONN HEALTH



*"It's reassuring to find great partnerships like the one we found with EnableComp ... Make sure that the folks you are partnering with are the subject matter experts."*

**Sarah Ginnetti**

Chief Revenue Cycle Officer  
and Vice President of Clinical  
Revenue  
UConn Health

## The results

# \$3+ Million

In additional collections  
for workers' comp claims

**56%**



Decrease in  
days to pay

# A winning formula for maximizing cash flow from workers' comp claims

Integrating EnableComp's e360 RCM® intelligent automation platform increases collections by \$3M

## The take away

In 2023, UConn Health turned to EnableComp for help in managing their complex workers' compensation process. By leveraging EnableComp's e360 RCM intelligent automation platform for Open AR and Day One claims, they are now able to quickly and accurately capture reimbursements owed to them.

According to Sarah Ginnetti, UConn's Chief Revenue Cycle Officer, EnableComp provides a "full bandwidth of knowledge in this space" with over two decades of specialty revenue cycle expertise and proprietary algorithms, allowing her team to improve operational efficiency and focus on other strategic areas.

## The challenge

### Staffing issues and expertise gaps

UConn Health, a renowned academic medical center in Farmington, Connecticut, faced significant challenges in managing its revenue cycle – particularly pronounced in staffing and ensuring that in-house personnel had the expertise to handle the evolving complexities of specialty revenue cycle management. The intricate nature of claims processing, reimbursement models, and constantly changing regulatory requirements added layers of difficulty to their operations. Several specific issues contributed, including:

- Connecticut's stringent filing deadlines for workers' compensation claims exacerbated the situation.
- UConn Health's in-house revenue cycle team struggled to efficiently manage these claims because of a lack of specialized expertise.
- Delays and financial inefficiencies arose from this knowledge gap, further complicating their revenue cycle management operational efforts.

Ginnetti realized the need for a more effective solution to overcome these challenges and come out ahead.

## The solution

### Integrating intelligent technology to boost efficiency

Developed by technology pioneers and specialists in revenue cycle management, the e360 RCM platform leverages advanced automation and human-in-the-loop integration. With nearly 50% more automation, it operates seven times more efficiently than traditional methods.

E360 RCM includes integrated reimbursement modeling, automated denial management tools, automated underpayment identification, and comprehensive analytics that support data-driven decision-making. Additionally, it continuously updates federal, state, and commercial payer requirements in real time within the platform.

"I think the technology-enabled platform that EnableComp has is key," Ginnetti said. "Knowing that they have the infrastructure to do that really gives us peace of mind."

### Strong implementation partner

A key factor in this successful partnership was the smooth integration of EnableComp's e360 RCM platform with UConn Health's Epic system. With 24 years of claims intelligence, e360 RCM is the most powerful workflow engine – *enhancing their existing technology for a streamlined process and accurate reimbursements.*

"I would say it was probably one of the smoother implementations we've gone through," Ginnetti said. "The team from EnableComp was very engaged in the implementation, very professional."

### The benefits of a transformative partnership

Through its partnership with EnableComp, UConn Health has made significant financial gains. *Cash collections increased by nearly \$3 million, underscoring the effectiveness of EnableComp's specialized approach in revenue cycle management. Additionally, there was a remarkable 56% decrease in days to pay for claims.*

The partnership with EnableComp has also driven operational efficiencies, enabling UConn Health to redirect staff toward other revenue opportunities. Moreover, the financial gains and operational improvements have allowed the organization to prioritize key strategic initiatives.

### About UConn Health

UConn Health, based in Farmington, Connecticut, is a nationally recognized academic medical center dedicated to providing outstanding healthcare, advancing medical research, and training the next generation of healthcare professionals.



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EnableComp transforms the toughest corners of the revenue cycle – complex claims, denials and revenue recovery – through Complex Revenue Intelligence™, helping hospitals recover \$3 billion annually in hidden revenue and achieve up to 20% cash uplift with its AI-driven e360 RCM® platform and specialized expertise.

**Built for what's next**

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*"Having this partnership in place and those early returns has really **allowed us to redirect** our efforts and figure out where we can make strategic investments as a result of those successes."*

**Sarah Ginnetti**

Chief Revenue Cycle Officer and Vice President of Clinical Revenue  
**UConn Health**