

Building a Trusted Revenue Cycle Reporting Suite for Professional Billing



Client: Ridge Point Health*



Large health system employed medical group serving a major metropolitan area in the South



1,000+ providers across 300+ practice locations



~\$400M operating income

*Ridge Point Health is a pseudonym

Goals of Engagement:

- 1 Evaluate** current-state analytics resources and capabilities across the professional billing revenue cycle spectrum
- 2 Develop** a roadmap for a robust analytics capability with defined metrics and dashboard wireframes
- 3 Build** a reporting suite in line with RPH's technical and style guidelines to support their first insourced PB Revenue Cycle
- 4 Train** technical and business users to ensure a seamless transition and support future updates

What We Found:

- **Lack of transparency** and organizational nuances led to distrust in the dashboards within the practice management system
- **Limited analytics** infrastructure existed to support the newly insourced professional billing revenue cycle team, and other RPH priorities left **little bandwidth** for the internal analytics team to quickly address gaps in reporting
- To complete monthly reporting and manage their business, Rev Cycle Leaders **combined multiple data sources in Excel to manually calculate metrics**, with no ability to drill from summary metrics to underlying details

Our Process:

Milestone	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Diagnostic + Roadmap												
Data Acquisition												
Sprint 1: AR & Denials												
Sprint 2: Executive & Work Queues												
Sprint 3: Access												

We aligned on the metrics that mattered most—creating shared definitions and calculation standards trusted across the organization. Partnering with RPH's data acquisition team, we integrated the right data sources to deliver reliable insights.

The result: intuitive dashboards for everyday use, empowering leaders to manage performance with confidence and consistency.

Outcomes of Our Work:



17 dashboards across 5 domains to improve visibility and insights



21 Alteryx flows to automate data prep



150 Tableau calculated fields for accurate reporting



11 one-on-one sessions to train and equip RPH's analytics team



1,800 hours of internal analytics and IT time saved

In Their Words

“I always love the opportunity to work with the Ancore team. We've had nothing but great interactions and results.

VP, Professional Billing Revenue Cycle