

CASE STUDY

Reducing friction, improving confidence

How Ensemble RCM LLC streamlined hiring while strengthening verification outcomes and fraud prevention efforts.



Customer profile

Industry

Hospitals and Healthcare
Administrative & Support Services,
Revenue Cycle Management

Employees

10,001+ employees

Footprint

Ensemble partners with 300+ hospitals across the U.S.

CHALLENGES

Ensemble RCM LLC relies heavily on employment and education verifications as part of its healthcare hiring process. Prior to the pilot, the organization faced challenges common to high volume verification programs:

- Unperformable verifications required additional follow up and manual intervention from internal teams.
- Reliance on proof documents introduced administrative effort and potential fraud risk.
- Hiring teams wanted a higher rate of primary source verifications to support compliance and confidence in screening outcomes.
- Internal resources were spending time managing candidate follow ups and verification exceptions rather than higher value activities.

SOLUTION

To address these challenges, Ensemble participated in First Advantage's Optimized Verification Workflow pilot beginning on April 20, 2026. The pilot introduced a redesigned verification strategy focused on maximizing primary source verifications and reducing unperformable outcomes through:

- Increased outreach attempts to education and employment verification sources.
- Expanded source research and smarter verification strategies.
- A dedicated verification workflow designed to drive higher verification success rates while minimizing administrative burden on the client team.

“The increase in primary source verification and reduction in proof-based closures made a meaningful difference in both efficiency and confidence in results. Overall, the improved turnaround times have supported a faster time to hire and reduced friction for both our team and candidates.”

— Charlotte Schmidt, CRCR
Talent Acquisition Operations Manager

Results

Results 1: Primary source verification improvements

- Primary source verification rates improved significantly during the pilot:
 - Pre-pilot primary source verification rates ranged between approximately 83% and 85%.
 - During the pilot, primary source verification rates increased to as high as 95.8%, and in the month of June, sustained rates above 90%.

Results 2: Reduction in unperformable verifications (UTV)

- Pre-pilot UTV rates ranged from approximately 2.8% to 3.7%.
- Pilot performance reduced UTV rates to below 1%, including periods at 0%.

Results 3: Higher success rates

- Controllable Success Rates improved from approximately 96% to nearly 100%.
- Employment verification success rates reached 100% during portions of the pilot.
- Education verification success rates consistently performed at or near 99% to 100%.

Why optimized verification workflow made the difference

1. Smarter source research and increased outreach

- Expanded research identified more viable verification sources.
- Reduced reliance on traditional outreach methods alone.
- Increased touchpoints with verification sources.
- Greater opportunity for direct source verification.

2. Stronger source verified outcomes

- Prioritized primary source verifications whenever possible.
- Reduced dependency on proof-based closures and manual exceptions.

3. Less work for hiring teams

- Reduced administrative burden and supported faster time to hire.
- Fewer exceptions to manage.



Know your people™

Why First Advantage?

First Advantage helps organizations integrate background screening with confidence. With coverage in more than 200 countries and territories and 100+ ATS and HCM integrations, we support faster, candidate-friendly hiring across the entire workforce lifecycle.

* Controllable Success Rate = The combined rate of "Clear" or "Consider" searches where we are able to complete the verification, but the data received may or may not match what the candidate provided.

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