

# United Health Services



## Kenneth Hogue, Chief Revenue Cycle Officer

I am a results-driven, compassionate healthcare executive leader with a deep commitment to optimizing performance and transforming organizations to meet the highest industry standards. I bring a strong foundation in revenue cycle operations, system implementation, and organizational change management, leading with a servant leadership approach that fosters collaboration, innovation, and a culture of continuous improvement. With extensive experience across diverse care settings—including hospitals, physician practices, and critical access facilities—I specialize in creating scalable solutions that improve patient access, streamline financial processes, and enhance regulatory compliance. My leadership is rooted in operational excellence, data-driven decision-making, and an unwavering focus on the patient and provider experience.



United Health Services (UHS) is the largest comprehensive healthcare system and leading private employer in the Greater Binghamton, N.Y., region. With a diverse network of over 60 locations throughout Broome and surrounding counties, we provide healthcare services to around 600,000 residents of the Southern Tier of upstate New York and portions of Northeast Pennsylvania. UHS offers a wide range of services, from primary care to advanced specialty treatments, ensuring that our community has access to comprehensive healthcare solutions. Our commitment to patient-centered care means that every interaction is designed to prioritize the health and well-being of those we serve. We are equally dedicated to our team, creating a supportive environment where healthcare professionals can thrive.

## DEPARTMENT BREAKDOWN

### WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

AI integration, growth of service lines, patient engagement/experience, staff growth/development, centralization of revenue cycle under corporate service, system NYUHS, Top 10%

### WHAT IS YOUR CURRENT TECHNOLOGY STACK?

EPIC, Experian, Bank of America, Casient, Curae

### HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

500

### WHO DO YOU REPORT TO?

Jay, Smith SVP Finance, System CFO

### WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$25 to \$50 million

## PROJECT INSIGHTS

### PROJECT OR INITIATIVE DESCRIPTION

Looking for Claims clearing house replacement/evaluation

Looking for coding priority validation check replacement/evaluation

Further patient Grant or tools to help with patients

### WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Want to know those who are evolving further with epic as partner. We will never full outsource. So, partnership in technology, Patient experience, as well as staff education/dev.

### WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?

By end of 2026

### WHAT IS YOUR BUDGET FOR THIS PROJECT?

\$2M-\$5M total vendor cost

**What technology/services are of strategic importance to you in the next 12 months?**

**Please indicate level of need/importance below.**

**We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.**

Implementing integrated financial management systems for real-time premium billing and reconciliation	A
Leveraging advanced analytics for cost optimization and contract modeling	D
Automating claims processing to increase auto-adjudication rates and reduce manual intervention	E
Deploying predictive modeling tools for risk assessment and high-cost claimant identification	B
Integrating value-based care payment models into financial systems	C
Utilizing fraud, waste, and abuse detection platforms to minimize financial losses	E
Adopting cloud-based claims administration solutions for scalability and flexibility	A
Enhancing interoperability between financial, claims, and member management systems	B
Implementing real-time financial and operational dashboards for decision support	C
Strengthening regulatory compliance with automated audit and reporting tools	D
Leveraging mobile and portal technologies for improved stakeholder engagement	B
Utilizing AI and machine learning for anomaly detection in claims and payments	A
Centralizing data from disparate systems for unified analytics and reporting	C
Investing in cybersecurity to protect sensitive financial and member data	E
Deploying business intelligence tools for scenario modeling and forecasting	D
Integrating digital engagement tools to improve member transparency and satisfaction	A
Adopting SaaS and BPaaS models to reduce IT overhead and enable rapid scaling	B