

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?

Help address healthcare inequality, continue to grow market share, and increase auto scheduling functions within EPIC. As well as advancing care bringing new technology to UHS

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

EPIC, Experian, Curae, Bank of America, SSI clearing house

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

500+

WHO DO YOU REPORT TO?

CEO

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

Up to \$10 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

To increase corporate capital, establish cash on hand, and continue to grow our provider network as well as community Market share within the service area

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

Payment Processing Vendors, AI vendors

WHAT IS YOUR BUDGET FOR THIS PROJECT?

\$250,000

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 platforms for real-time visibility and control	B
Leveraging advanced analytics for revenue forecasting and financial planning	A
Automating revenue cycle management (RCM) processes to reduce denials and accelerate collections	D
Integrating EHR and RCM systems for seamless billing and payment workflows	E
Deploying AI-driven tools for fraud detection and financial risk assessment	C
Utilizing benchmarking tools to identify cost-saving opportunities and improve performance	A
Adopting cloud-based financial solutions for scalability and lower IT overhead	D
Enhancing patient financial engagement with digital self-service payment options	E
Automating accounts payable and receivable processes to reduce manual errors	C
Implementing predictive analytics for denial management and cash flow optimization	B
Integrating supply chain and procurement systems with financial management platforms	C
Utilizing RPA for automating repetitive financial tasks and improving efficiency	D
Strengthening cybersecurity to protect patient and financial data	E
Deploying performance analytics to monitor key financial and operational KPIs	A
Investing in staff training for new financial technologies and compliance requirements	B
Enhancing compliance monitoring to keep pace with regulatory changes	C
Utilizing cloud-based budgeting and forecasting tools for agile financial planning	E