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January 22, 2026 01:26 PM | 40 MINUTES AGO

Ex-JumpStart CEO pushes forward on healthtech startup

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Opus Health, launched in August 2025, aims to create cost savings in health systems' administrative expenses.

Julie Jacono left JumpStart Inc., a Cleveland-based venture development organization, less than two years after joining it to launch a startup that bets it can save hospitals millions by automating administrative work.

Opus Health, founded in August 2025, a month after Jacono departed JumpStart, already has hit milestones to move the company forward. The company this month announced a partnership with a Pittsburgh company that streamlines automation and technology support for health care providers.

Additionally, Opus has secured nearly \$1.3 million in funding, which gives the company an 18-month timeline to land its first client, Jacono said.

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Julie Jacono, CEO Opus Health.


Opus Health

Opus Health seeks to break into the health care market by providing cost savings for health care providers as the industry faces financial headwinds and imminent Medicaid cuts.

"Ohio is a health care market. It has so much incredible health care, and so many people who understand health care. So the thought that I could build a company here in Ohio that could be part of a national solution for transformation was very exciting to me," Jacono told Crain's.

Jacono spent most of her career in the health care innovation industry. Before her [most recent role as JumpStart CEO](#), Jacono spent 12 years at MetroHealth in a variety of development roles. She ended her career there as executive vice president and chief strategy, innovation and venture officer for the system.

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JumpStart is not an investor in Opus Health, and the company has not used its services, Jacono said. However, she said the organization is highly supportive.

"JumpStart champions innovators creating products, solving tech problems and generating jobs, so naturally we wish Julie the best in her new venture," JumpStart said in an emailed statement to Crain's.

Jacono said her decision to leave JumpStart was spurred by the July 2025 passage of the One Big Beautiful Bill Act, which outlined reductions to Medicaid and changes to Affordable Care Act marketplaces. Opus Health is based in Case Western Reserve University's [11000 Cedar startup incubator](#).

"I really would have wished for two more years (at JumpStart), but sometimes you can't pick when the market opportunity is there," Jacono said. "I knew if I waited even another year, there would be a number of hospitals that would either no longer be there or be too weakened to be able to step in and help."

What is Opus Health?

Opus Health works as a managed services and consortium company, not an outsource vendor, that connects health care providers to AI and technology to help health care organizations cut administrative costs in areas including electronic health records (EHR), revenue cycle management, IT and supply chain, Jacono said. Its target customers are health care entities that are performing these administrative functions in-house, she said.

"Opus, as a consortium, provides the ability to scale technology. So an aggressive use of AI digital workers automation is the first path to cost reduction," Jacono said.

To execute this model, Opus Health on Jan. 13 announced a five-year partnership with Pittsburgh's enGen – a wholly owned healthtech subsidiary of Highmark Health – to provide global operations and contract technology development.

In the partnership, enGen is the subcontractor and will make a percentage of the revenue for the services delivered to hospitals, said Maynd Jolly, enGen's chief financial officer and head of growth. EnGen, founded in 2014, provides technology services and automation within the health care industry.

Under the partnership, enGen will run a suite of technology platforms that can be implemented in health systems, including offshore and automation operations. Opus Health will run all onshore operations by bringing services to the hospitals, Jolly said.

Revenue from the business lines will be divided between Opus Health and enGen, Jolly said. About 60% to 70% of business-line revenue will go to Opus Health, with the remainder going to enGen, he said.

The enGen's technology services do not compete with Epic or Oracle – health care information platforms that are widely used across health systems. Rather, they work within the existing health platforms by performing functions and freeing up providers to be patient-facing, Jacono said.

Opus Health's competitive advantage in managed services is performing outsourcing across all administrative functions, rather than a single element such as call centers or revenue cycle, Jacono said.

"A hospital doesn't work in these fragmented silos. They should work across the administrative layer, and so we really looked at that in major end-to-end functions," Jacono said. "So if you were to think about revenue cycle, revenue cycle starts at the time the patient calls to make sure you're capturing that information correctly, and it stops when the payer has paid. That sort of longitudinal service is what Opus Health wants to do – mostly, because it's to deliver an outcome to the hospital system, not just replace a specific function."

The exact cost depends on the service, but Opus Health plans to charge 20% to 25% less than what it costs hospitals to handle administrative functions in-house. For example, if a hospital spends 5% of its net patient revenue on billing, Opus Health would charge about 3.75%.

To date, Opus Health has secured \$1.275 million in funding "across several different early stage investors," Jacono said. She did not disclose the names of the investors.

The funding will keep the company operational for a year-and-a-half, when Opus needs to secure its first client.

Opus Health is looking to support Ohio-based hospitals, Jacono said. She said the company is in "varying stages of conversation" with about 25 health systems.

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