

CASE STUDY:

SCL Health

Designing a consolidated vendor system for SCL Health

CHALLENGE

- To streamline efficient policies and procedures for vendors, collections and charity care

SOLUTIONS

- Patient Pay Optimization
- Agency Manager
- Presumptive Charity

RESULTS

- Total annual collection improvement: \$20.5 million
- Improvement in BAI/BAM has cut cost of collection by 26%, an estimated annual savings of \$254,000
- \$98 million qualified for charity in the most recent year

SCL Health is a faith-based, nonprofit healthcare organization operating 8 hospitals and more than 100 service centers. With net revenues of \$2.54 billion, SCL provides more than \$222 million a year in community benefit in Colorado and Montana.

Waystar partnered with SCL Health to implement Connance's Patient Pay Optimization after a sizeable health system merge to consolidate and streamline patient pay recoveries. The solution created an efficient collections process, visibility into vendor activity through vendor network redesign and reduced commissions by 26%, driving a total annual collection improvement of over \$20 million.

The challenge

Waystar worked with SCL Health, a health system of decentralized sites that had recently merged with another good-sized health system, to deploy technology to increase efficiency, reduce costs, and centralize collections through its vendor network.

Waystar solutions

SCL Health deployed Waystar's Patient Pay Optimization Solution, Presumptive Charity and Agency Manager to:

- Standardize and centralize collections through integrated patient-pay activities
- Optimize the health system's insource outsource strategy
- Build a new vendor network and negotiate existing vendor contracts to improve collaboration
- Leverage technology to support SCL Health's policies and procedures across its enterprise.

Waystar Patient Pay Optimization implements predictive analytics and optimized workflow to collect at lower costs while delivering a patientfriendly experience. Waystar Presumptive Charity provides automated charity screen capabilities, ensuring all patients receive a fair and consistent evaluation for hospital's financial assistance programs. Waystar Agency Manager helps hospitals and health systems to monitor, manage and improve the performance of their collection outsourced vendors.

Ready to transform your performance?
1-844-6Waystar or visit us at [waystar.com](https://www.waystar.com)

ABOUT WAYSTAR

Waystar simplifies and unifies the healthcare revenue cycle with innovative, cloud-based technology. Together, our technology, data and client support streamline workflows and improve financials for our clients, so they can focus on their patients.