

## CASE STUDY:

# Aultman

Redesigns revenue cycle for best practice performance

### CHALLENGE

- Redesign revenue cycle for best practice
- Prevent revenue leakage
- Reduce AR days

### SOLUTIONS

- AR management
- Charge integrity
- Coverage detection
- Denial avoidance

### RESULTS

- Rebilled \$2.7M in missing charges
- Reduced costs by \$3.3M with AR automation over 38 months
- Improved staff efficiency by automating more than 25,000 AR transactions per month
- Redeployed 4 FTEs
- Reduced final billing for insurance to accelerate AR by 3 days
- Reduced final billed for self-pay by 1.6 AR days
- Found coverage for 34% of patients presenting as self-pay to gain \$414K in revenue in 16 months

### The challenge

Making decisions on the direction of your business requires visibility across systems. But this is much easier said than done. Health systems have information overload given the myriad of interactions with payers, patients cross-functional departments and IT systems.

The complexity of working among disparate systems with silos of data, created inefficiency and made it difficult to manage staff performance at Aultman, a 1,032 bed, non-profit health system serving patients in Ohio. They sought enterprise visibility into performance and trends so leaders could drive the best decisions for process improvement and revenue cycle performance.

### Waystar solutions

Aultman's leadership team evaluated Waystar and two other top ranked consulting vendors.

**“We chose Waystar because of their ability to intuitively prioritize workflow and deliver a system that was flexibly designed to fit our needs.”**

**Melissa Rigdon, Executive Director of Healthcare Information Management**

### Results

Aultman selected Waystar's AR Management, Denial Avoidance, Coverage Detection and Charge Integrity solutions to drive cash flow and support redesign of the revenue cycle process for performance improvement.

“Out of the 20 plus Implementations completed throughout the hospital, Waystar's was the best. Timelines were kept exactly as promised. Waystar worked around constraints and accommodated interface needs to support our Cerner patient access and Healthquest patient accounting systems,” said Melissa.

“Waystar continues to be one of our top vendors for service and support. We received continuous support from Waystar for implementation, report writing and training, “ said Judi Lorenz, director of patient financial services.

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“We jump-started the redesign of our department and workflow on the denial and AR side with Waystar technology and advisory services,” reports Judi. “I love the reporting, it’s helping managers drive cash flow,” says Judi. “We review reports with our staff during our one-on-one meetings and utilize the aging reports to start each day and keep AR on track,” says Judi.

**“It’s been a tremendous improvement to prioritize our government and commercial payer team’s workflow and hold them accountable.”**

### **Judi Lorenz, Director of Patient Financial services**

As a result, automation of 25,000 AR transactions has reduced costs by \$3.3 million over 38 months, enabled redeployment of four staff and allowed Judi’s team to positively impact AR by reducing final billing for insurance by three days and self-pay by 1.6 days versus the baseline.

Judi’s team has also uncovered hidden sources of revenue from patients presenting as self-pay who actually have insurance. Aultman has averaged a 34% insurance hit rate for patients presenting as self-pay using Waystar Coverage Detection. With this knowledge, Judi’s billing staff have pursued payment from insurance, and added more than \$414K to Aultman cash flow in 16 months.

Staff efficiency and revenue have also seen a performance boost with charge integrity.

“Our staff had to look through 100 charges to find 60 that were really missing with our prior charge capture vendor’s rules-based system,” says Melissa. “Now ninety-five percent of our charges flow through the system without issue, but when there’s a documentation problem or a break, Waystar’s charge integrity technology helps these issues rise to the top for quicker staff resolution,” reports Melissa. In contrast to the prior vendor, “Waystar auditor validation of missing charges relative to the patient record takes work off our plate,” says Melissa. As a result, Melissa’s team rebilled \$2.7 million in missing charges over the 40 month period since go live.

### **Impact**

Aultman’s management team has the visibility needed to drive AR performance and cash flow, and staff have more efficient workflow. “It’s a good thing that we have Waystar – while our AR was clean before, with the implementation of a new Cerner patient access system and our rapid growth in patient volume – we rely on Waystar to make sure nothing is lost. Their technology and services help keep us on track and stay productive. Waystar helps us see trends and keep up with changes,” says Judi.

“One of the biggest positives is that Waystar is open to ideas and willing to make changes. Customer service is very responsive, beyond that of most other vendors. Waystar is an excellent revenue cycle partner. I definitely recommend Waystar!” Says Melissa.

**Ready to transform your performance?**

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### **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.*