# WAYSTAR
### REVENUE CYCLE TECHNOLOGY
#### NAVICURE + ZIRMED

# CASE STUDY: $12.9 Million Delivered from Revenue Cycle Revamp
## $400+ million net patient revenue health system includes three hospitals and 13 regional clinics

### Challenge
- Missing charges
- Denial write-offs
- Productivity Inefficiencies

### Solutions
- Charge Integrity Solution
- Professional Charge Integrity Solution
- Denial Avoidance Solution

### Results
- $12.9 million realized in missing charges rebilled, write-off reductions, self-pay collections and other process improvements
- $2.5 million in net revenue identified with Charge Integrity Solution
- Write-offs reduced 50% for $6 million in net revenue improvement in 14 months
- Net revenue increased 1.5% over five months with Denial Avoidance Solution
- Denied charges reduced 8%; denied dollars reduced $5 million in three months
- Self-pay collections increased $5 million in 14 months

### The Challenge
The health system faced three common revenue leakage problems: missing charges, denial write-offs and productivity inefficiencies.

The health system's Director of Managed Care and Professional Billing explained that they did not have the right tools to address missing charges. "We knew we had charge integrity problems and were missing significant revenue opportunities. As an example, we never do certain procedures without specific drugs, but with our legacy system, we couldn't account for all the items. We would file claims without the drugs and unknowingly lose revenue. We just kept asking, 'Wow, what else is out there?'"

About the same time, frustrations were brewing on the denials front, stemming from a system that could only do a little more than report what was already written off. "We couldn't identify or capture initial denials or find the root causes of our problems with our previous system," said the Patient Financial Services Director. "With no visibility, we couldn't track what our people were working on, so claims often got double duty or none at all. Things slipped through the cracks and our write-offs were high. We had to find a better way."

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### ZirMed Solutions
The team evaluated several vendors' charge integrity solutions. They were most impressed with ZirMed's because, unlike the others, it did not rely solely on historical claim submissions. During a complimentary analysis, ZirMed considered historical results, mined the client's healthcare data and developed metrics to identify opportunities for new revenue. "Their findings confirmed what we suspected and showed us additional opportunities we never knew about," said the Director of Managed Care and Professional Billing. "The potential return on investment sold us."

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With the positive results this health system started seeing from ZirMed Charge Integrity, they decided to investigate ZirMed Denial Avoidance. In addition to continuity within the system, the solution gave the team the reporting capabilities, routing tool and customization they wanted. "With ZirMed, we didn't have to change our workflow. It works the way we want and we now have tools to solve problems ourselves."

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## Results

Since implementing ZirMed Charge Integrity, the health system has identified $2.5 million in additional net revenue. ZirMed set up behind-the-scenes data mining protocols specific to the health system to validate missing charges, which ZirMed Auditors review. Any claims with issues are placed into a work queue by timely filing dates for easy prioritization.

"We can now show department managers what their associates can do to avoid missing charges," the Director of Managed Care and Professional Billing explained. "We can build edits to stop claims if essential information is missing, we can pinpoint and fix problems and I have a custom dashboard that tells me just what I need to know. ZirMed Charge Integrity is working so well for our facilities that we're adding their Professional Charge Integrity Solution as well."

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The health system gives ZirMed Denial Avoidance equally high marks. Since implementation, write-offs are down more than 50% and net revenue is up 1.5%. "We went live right out of the box and our ZirMed team customizes as we go. The training was very good and the tool is extremely user-friendly."

The ZirMed solution helped the health system identify and solve their biggest denial issues, including lack of prior authorization, improper patient status and lack of insurance eligibility verification.

By addressing these patient access issues, the health system saw a $5 million improvement in self-pay collections. "Before ZirMed, we didn't have the information we needed to be our most productive," admitted the Director of Patient Financial Services. "Now that we have great data, we can benchmark and see trends. We have more credibility with our clinical teams and our management committee. I'm no longer just defending the billing team. I can show where the issues are as well as our plan of attack."

## Impact

ZirMed solutions helped the health system bring their charge integrity, denials and self-pay processes up to the best practice levels they maintain throughout their organization. So far, they've realized $12.9 million in missing charges rebilled, write-off reductions, self-pay collections and other process improvements. "We're very pleased with our ZirMed experience," said the Director of Managed Care and Professional Billing. "We couldn't ask for a better partner."

> "We have realized $12.9 million in write-off reductions, self-pay collections, missing charges rebilled and other process improvements."

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**PEER REVIEWED**
by HFMA*

\* HFMA staff and volunteers determined that the Charge Integrity product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of this product.

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**Learn more about ZirMed revenue cycle management solutions. Contact ZirMed, now known as Waystar: 1-877-925-2303 or visit us at www.Waystar.com.**

## ABOUT WAYSTAR

Waystar is the combination of Navicure and ZirMed, the two top-rated providers of revenue cycle technologies. Waystar simplifies and unifies the healthcare revenue cycle with innovative technology that allows clients to collect more with less cost and less stress, so they can focus on their goals, patients, and communities.

**WAYSTAR**
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