

CASE STUDY:

Floyd Health Care System

How a health system recovered hundreds of thousands of dollars with Charge Integrity

ABOUT FLOYD

- **Organization type:**
Not-for-profit health system
- **Location:**
Northwest Georgia + Northeast Alabama

GOALS

- Find missing codes to recover more revenue
- Automate manual processes
- Increase productivity

SOLUTION

- Charge Integrity

RESULTS

- \$644K identified in missing charges in 11 months
- \$617K rebilled in missing charges in 10 months
- 5.6:1 ratio of identified benefit ROI to date
- 94% auditor agreement rate
- Improved productivity + employee satisfaction
- Smooth implementation and reliable, responsive client support

Challenge

Floyd's revenue integrity department has 16 staff members, and it's important for them to make the most of their time and resources.

"There were codes and revenue opportunities we anticipated we were missing, but manual audits are time-consuming and painstaking," says Joe McLendon, assistant director of revenue integrity.

"It's not always feasible to expect our auditors to stay continuously up-to-date on journals and coding updates."

Joe McLendon, assistant director of revenue integrity

Decision

Floyd evaluated three different revenue integrity solutions, ultimately choosing Waystar due to the high quality of the company's solutions, customer service and references from other clients.

"Waystar was probably one of the smoothest implementations of software that I've been involved with in the past 21 years," says McLendon.

Outcomes

Floyd has seen significant revenue enhancement and improved payer reimbursement.

"The solution basically pays for itself," says McLendon. "Just one cardiology code paid for the Charge Integrity product for a couple of years." This code has so far brought in \$350,000.

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Waystar has also increased Floyd's staff productivity and gratification.

"This has helped our productivity in that the team isn't manually looking for missing codes," says Kristy Hunt, director, revenue integrity and denials management. "In terms of employee satisfaction, we were able to implement a new system without giving the team extra work."

"The solution basically pays for itself," says McLendon. "Just one cardiology code paid for the Charge Integrity product for a couple of years."

Moving forward

Waystar and Floyd check in on the phone every two weeks.

"We don't have a lot to discuss because everything's running smoothly, but I like to see the numbers. Waystar has stayed in touch, and every time we reach out, they're very receptive," says McLendon.

Ready to transform your performance?

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MORE ABOUT FLOYD HEALTH CARE SYSTEM

The Floyd health care system is now in its seventh decade of serving the families of northwest Georgia and northeast Alabama. More than 3,200 employees work alongside a medical staff of over 300 physician specialists. Central to this care is the not-for-profit Floyd Medical Center, a 304-bed acute care hospital and regional referral center covering over 40 medical specialties. Floyd also manages Floyd Polk Medical Center, a 25-bed critical access hospital, in Cedartown, Georgia, and Floyd Cherokee Medical Center, a 60-bed rural hospital in Centre, Alabama.

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.