

CASE STUDY:

HomeCare Maryland, LLC

Home health services provider decreases denials and AR days

GOAL

- **Improve revenue cycle management**
- **Reduce denials**
- **Reduce AR days**

SOLUTIONS

- **Professional and Institutional Claims**
- **Denial and Appeals Management**
- **Remits**

RESULTS

- **Attained over 99% average first-pass clean claims rate**
- **Decreased denials 30%**
- **Decreased AR days 40%**

The challenge

HomeCare Maryland was founded to provide the highest quality care and health related services to patients in their own homes. The organization was looking for a way to streamline processes as it launched a new practice management system.

Waystar solutions

HomeCare Maryland was using other clearinghouses while working on a consolidation to one central billing office. In order to preserve data, they decided to stay with those vendors for some time. Recognizing the opportunity to streamline a critical area after the consolidation, they ultimately selected Waystar to provide solutions for claims processing, denials and remits. "Waystar was recommended to us at the time and it turned out to be really good decision for us," says Robbin Nolen, Manager for Revenue Cycle, Billing and Coding.

"Claims submission was the easiest with Waystar compared to other systems we had experience with. The Remits and Denial and Appeal solutions were also great because they could all be used in the same platform. The different solutions offered overall, as well as the way the information was provided to us, made a difference. These are really good products that are easy to teach and use. Waystar is very user friendly."

Robbin Nolen, Manager for Revenue Cycle, Billing and Coding, HomeCare Maryland

The impact

"Sending professional and institutional claims is very easy for us. We can see all our rejected claims and clearly understand what needs to be fixed. All the information Waystar provides steers us right to what needs to be corrected so we can send claims on their way," says Nolen. Upgrading to Waystar's advanced revenue cycle processing platform helped HomeCare Maryland average a first-pass clean claims rate of more than 99%.

CASE STUDY: HOMECARE MARYLAND, LLC

The enhanced technology has also allowed them to efficiently match remits and more effectively address denials, in turn improving revenue. “Managing remittance has had such an impact for us,” says Nolen. “99% of our remits come electronically through Waystar. We like the ability to actually see all of the payers and the patient portion right on one screen. The remittance advice tells us where the money is and if an adjustment is needed. Sometimes we will get a zero-dollar check. With that information, I can make an adjustment to a previously paid account. I really like that it shows us that information.”

These dramatic improvements have had a positive impact on many aspects of their revenue cycle. They have enjoyed a 30% decrease in denials and a 40% decrease in total AR days.

“Everything you need for claims, denials and remittances is right at your fingertips. It’s all seamless. The solutions have absolutely helped with cash flow because they allow us to see where everything is. It’s a must. I can’t imagine not having that ability. They’ve helped with processes and the day-to-day as well.”

Robbin Nolen, Manager for Revenue Cycle, Billing and Coding, HomeCare Maryland

HomeCare Maryland sees value in growing its partnership with Waystar and anticipates benefits from the recently implemented Analytics solution. “Analytics will give us a better idea—a finger on the pulse of the business. In the past, we were just running numbers in Excel,” says Nolen.

“Our experience with the implementation and support teams continues to be very positive. They’re very helpful and attentive and stay in close contact to make sure we are satisfied. If we have a question and don’t have time to speak to anyone, we use the support and training information to problem solve right away. Putting in a ticket is another great option to get an answer,” says Nolen.

After using Waystar for three years, Nolen likes the value and positive revenue cycle impact so much that she pointed out the immediate benefits to another organization who was implementing the same practice management system. The enhanced end-to-end revenue cycle management solutions and responsive nature of the implementation and support teams will continue to help HomeCare Maryland maintain its high-performance measures.

Ready to transform your revenue cycle?

Contact Waystar: 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.