



# **COVID-19: Supporting your Stakeholders through the Coronavirus Crisis**

**April 7, 2020**

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# Today's agenda + learning objectives

- Reaffirm Waystar's commitment to our clients during this crisis
- Review updated coding guidelines
- Discuss rev cycle technologies to support your stakeholders:  
**Patients, People, Payers**

# Waystar's commitment to you

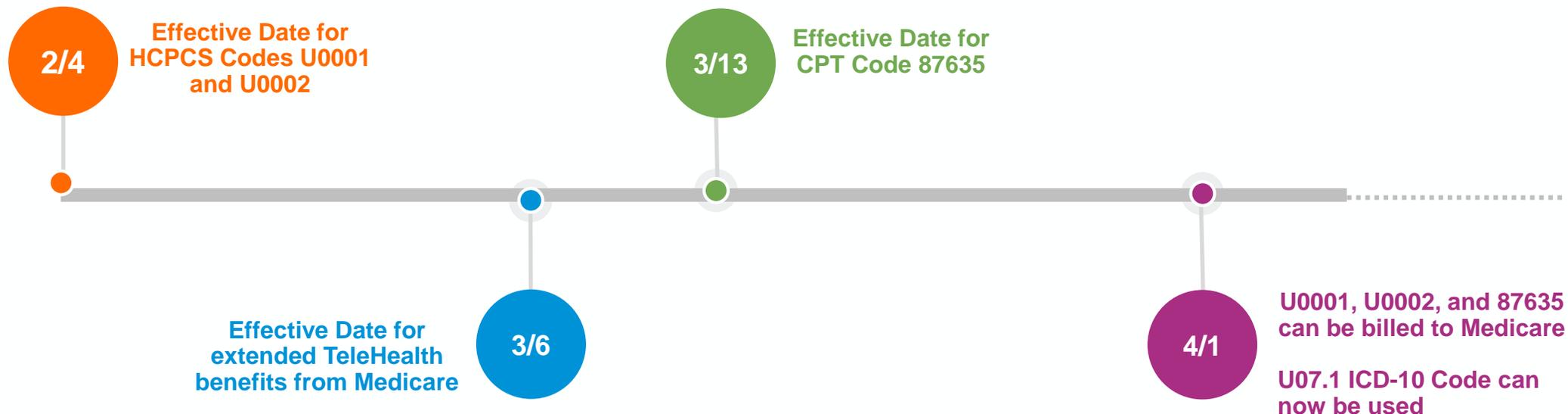
- **We continue to offer our #1 in KLAS customer service** with no disruption in operations or call center service hours.
- **We're monitoring updates** from the CDC, CMS, and commercial payers daily.
- **We have ongoing communication** with our business partners and payers to mitigate any disruption in business services.
- **We have ensured our products are equipped** to handle the billing and edit changes around TeleMedicine and will continue to monitor and update as needed.
- **We have updated our products** to accept the new COVID-19 codes as needed.
- **EDI services are operating at full capacity**, reducing the need to make payer phone calls and saving your users time

# Regulation **recap**

Ashley Allen

# Key Takeaways

- **New HCPCS, CPT, and ICD-10 codes** have been released for Coronavirus testing
- CMS has expanded **Medicare TeleHealth benefits**, removing restrictions such as location and proof of being an established patient
- CMS has announced several **emergency blanket waivers**, loosening Medicare requirements on hospitals and providers



# Supporting your **stakeholders**



## Patients

*Patients and providers are struggling through unprecedented economic conditions as well as reduced face-to-face physician encounters.*



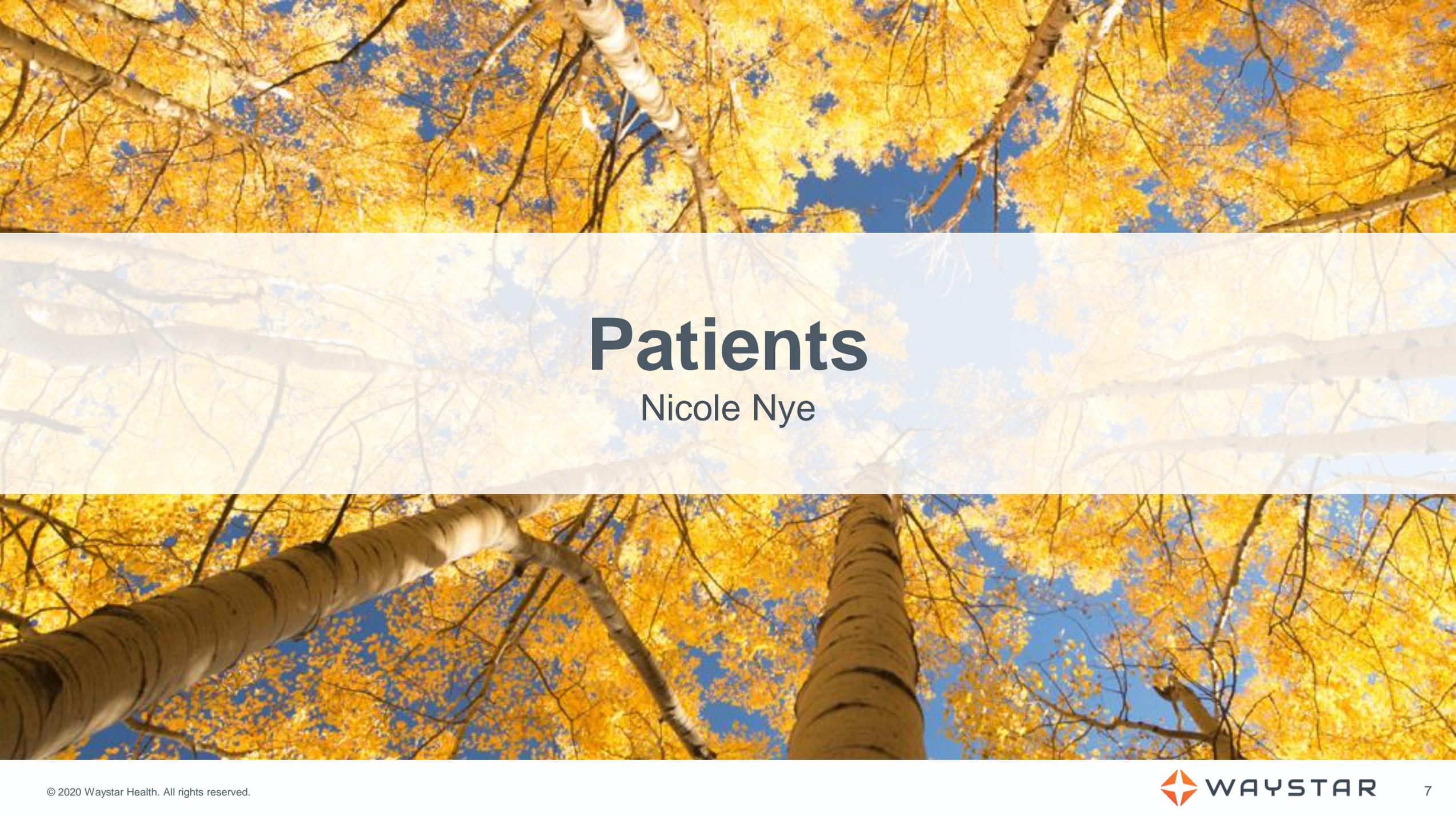
## People

*America's collective workforce has moved remote, many for the first time. Managing a remote workforce presents unique challenges for providers.*



## Payers

*Payers face similar challenges in managing a newly remote workforce, accepting and processing COVID-19 claims, and regulation changes*



# Patients

Nicole Nye

# Rev cycle technology to **support patients**

Patients and providers are struggling through unprecedented economic conditions as well as reduced face-to-face physician encounters, leading to many challenges for individual providers and large health systems:

- **Increasing Self-Pay Population:** Economic fallout has increased the number of Self-Pay patients as unemployment increases
- **Emergent Admissions:** COVID-19 patients are presenting emergently and often insurance is not collected in emergency situations until after discharge
- **Changing Coverage:** Recently or newly unemployed patients may file for COBRA after discharge, enroll in the Exchange, or secure public assistance
- **Increased Usage of TeleMedicine:** To comply with social distancing and isolation measures, physicians are resorting to telemedicine to monitor both COVID-19 patients as well as complete routine visits

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## Identify Active Insurance Coverage

*Patients may be unable to provide insurance information at the time of admission, and some newly uninsured patients may only be able to apply for COBRA or other insurance post-discharge. Leverage a Coverage Detection solution to allow you to:*

- **Reduce the burden on staff of trying to source and identify active insurance coverage post-discharge**
- **Reducing unnecessary patient touchpoints while uncovering 5-15% billable insurance**
- **Reduce collection outreach and bad debt write-offs**

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## Presumptive Charity Screening

*As uninsured populations increase, screening patients for possible charity coverage becomes time-consuming and cumbersome. Automating the process of presumptive charity eligibility reduces unnecessary patient interactions:*

- **Predictive analytics provide accurate charity determination**
- **Improve patient satisfaction and provide a fair, consistent screening process**
- **Reduce bad debt write-offs**

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## Electronic Engagement

*Keep your staff and your patients safe with a “touchless” patient financial experience through online payment tools and digital communications.*

- **Email and text delivered statements and balance reminders provide patients with early and digital access to their bills, avoiding the mail.**
- **Online payment portal allows patients to view up-to-the-minute balances and pay online without staff assistance.**
- **Anyone across your organization, whether it be at scheduling, registration, financial counseling or the business office, can access a patient’s current financial status and take payments via the portal.**

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## TeleMedicine Eligibility + Estimation

*With the expansion of CMS regulations regarding TeleMedicine, more and more providers are seeking to deliver services to patients in this format. Ensure your patients are covered for this service by private insurers and reduce unwanted out-of-pocket expenses:*

- **Leveraging web-bots to search for the latest in insurance coverage, charges, and contract rates, automated eligibility and estimation tool provides real-time out-of-pocket estimates.**
- **The estimate also includes a detailed calculation of a patient's financial obligation for an office visit or procedure, as well as facility charge, avoiding surprise charges.**

# People

Renee Miller

# Rev cycle technology to **support your people**

America's collective workforce has moved remote. While our front-of-line providers and support staff continue to service patients in emergent and urgent situations, many staff members, including rev cycle, are working remotely for the first time.

- **Remote Workforce Efficiencies:** Understanding how staff are performing remotely, and where they may need support or guidance, are critical to ensuring organizations continue to manage financial performance throughout the crisis
- **Print Service Access:** Remote staff are often not able to print large appeal packages, medical records, or patient statements from their home office. Additionally, they may not be able or feel comfortable taking these documents physically for mail delivery
- **Prevent PHI Exposure and Risk:** Helping your remote staff understand PHI guidelines are critical to protecting patient information

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## Automate Manual Tasks

*The transition to a remote work environment can be challenging for staff. Automating manual tasks and claim follow up can both reduce the burden of these tasks on your team and accelerate cash flow.*

- **Automate claim status checks to reduce the need for unnecessary staff phone calls and touches**
- **Integrate eligibility checks as part of claim submission to help prevent eligibility denials and increase your chances of being paid on the first submission.**
- **Reduce manual data entry needed by activating automated secondary claim submission.**
- **Automate payment posting reconciliation tasks to ensure you posters can focus on more important tasks ensuring your posting window remains unimpacted.**

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## Monitor Productivity

*Moving your workforce to a remote environment creates challenges in communication, handoffs, etc. Monitor staff productivity to ensure you are having proactive conversations about any support or additional needs they may have during this transition:*

- **Utilize Waystar's User Performance reports in Claims Management and Denials to look for any productivity bottlenecks.**
- **Activity reports and Dashboards can be used to see volume trends. This can ensure the same number of claims are being submitted to and out each day.**
- **Ensure your users add a quick note to the things they work throughout the day. This is a critical communication tool in a remote environment and allows for tracking touches within a day.**

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## Reduce Printing Needs

*As staff move to home offices and practice social distancing, the ability to print large attachments and appeals, or visit a mailing services are reduced. Increase automation and reduce the burden on your staff of manual print:*

- ***Automate electronic claim attachments for supporting payers to reduce print and mail needs.***
- ***Utilize Waystar's print and mail functionality for claim submission, appeal, and patient statement functionality to reduce the need of mail service visits.***
- ***Reduce your paper remit volume by utilizing Waystar's Request Remittance Report.***

# Payers

Renee Miller

# Rev cycle technology to **partner with your payers**

Payers are facing similar challenges in managing a newly remote workforce, accepting and processing claims with new or changed clinical codes, responding to regulation updates like expansion of TeleMedicine, and receiving an increased number of phone calls and requests from providers.

- **Monitoring Performance:** Tracking claims throughout the claims process and understanding any changes or delays in processing or remittances will be critical to managing financial performance during this time
- **Long Wait or Hold Times:** Payers are receiving an influx of questions from providers as they also navigate new regulations
- **Remote Workforce:** Payers also have an unprecedented number of employees now working remotely. This creates a similar set of challenges as previously discussed related to the practicality of the employee home office.

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## Monitor Claim Processing

*As CMS continues to release updates on regulation changes in managing through this crisis and new codes to identify COVID-19 patients, payers are also having to respond in updating their processing of these claims. Ensure your claims are processing and paying correctly:*

- **Utilize payer scorecards and dashboards to monitor payer performance and processing.**
- **Utilize reporting to specifically monitor COVID-19 and Telehealth outcomes across your payers for codes submitted.**
- **Implement processes to monitor TeleMedicine and COVID-19 claims daily for the day prior to ensure they are processing as expected, or ensure no other policy changes need to be taken into account.**

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## Automate Tasks & Processes

*Payers are also faced with the difficulty of moving to a remote workforce. This remote environment presents challenges in productivity, receiving and processing manual attachments, and similar risks with respect to PHI:*

- **Automate the claim status check process to reduce payer phone calls and long wait times**
- **Automate electronic claim attachments for supporting payers to reduce print and mail needs.**
- **Integrate eligibility checks as part of claim submission to help prevent eligibility denials and increase your chances of being paid on the first submission.**
- **Analyze denials and implement any additional up-front custom edits that are needed.**

# COVID-19 claims processing + tracking FAQs

- **Are there any issues anticipated with submitting COVID-19 claims via Waystar?**
  - Waystar has been updated to accept the new COVID-19 codes; we have **already received COVID-19 claims for our providers and submitted to payers successfully.**
- **Is Waystar prepared to received TeleMedicine claims with the new expanded guidelines?**
  - We have receiving telehealth claims and will continue to do so with any changes to accommodate the new guidelines.
  - We have built **additional up-front edits** in place to help our clients be successful in their first submission.
  - We will continue this evaluation over time, **since things are changing daily.**
- **Can I monitor these claims proactively?**
  - Our Claims Monitoring solution is designed to **automatically check claim status** on a set cadence. This solution can be used for COVID-19 claims to **identify earlier in the claim lifecycle whether a denial might occur** or other follow up is needed.
  - Waystar's Analytics Peak platform, launching this month, can be used to **create specific dashboards, reports, and alerts based on any COVID-19 specific criteria** to allow you to monitor the population and payer remediation over time.
- **Can I segment these claims from a workflow perspective?**
  - Workgroups can be created in Waystar **segmented by CPT codes, place of service, etc.** to help our clients be more efficient in working these claims should a rejection occur.

# Summary

Ashley Allen

# Takeaways

- Today we focused on solutions and recommendations to continue to support three key stakeholders: **patients, people, and payers**. Visit <https://www.waystar.com/request-demo/> to learn more about Waystar solutions that help solve the challenges we discussed today.
- Waystar continues to update its **COVID Resource Center** (<https://info.waystar.com/WAY-COVID19-Resource-Center.html>) to ensure our providers are armed with the information they need during this crisis
- Please join us as we continue our COVID-19 webinar series on Thursday:

## **COVID-19: Electronic claim processing with Waystar & NGS**

**April 9—2 p.m. ET**

*Join our industry experts from Waystar, NGS and Jopari as we discuss the current state of electronic claim processing, including TeleMedicine, and tools to leverage during the crisis*

# Thank you

Visit us at [waystar.com](https://waystar.com)

