Introducing DME Same or Similar

An easy, automated way to check patients' billing history for HCPCS codes

If you're not checking all HCPCS codes for same or similar, you're probably being hit with denials and lost revenue. Adding Waystar's new DME Same or Similar to your Eligibility service is a major step toward preventing claim denials for failure to properly check Medicare for same or similar items. Check all HCPCS codes across all Medicare jurisdictions, then store your search history and results within your application.

Here's how using the DME Same or Similar Batch functionality benefited AdaptHealth, a national network of full-service medical equipment companies that offer products and services for patients out of the hospital and in their homes. **With operations in 35 states, AdaptHealth provides patients with sleep and respiratory therapy, mobility products, wound care, non-invasive ventilation and nutrition services.**

"We knew it wasn't ideal to have staff manually checking for same or similar items in the MAC portals. Any DME company that's not utilizing Waystar's tool to proactively check same or similar prior to shipping, billing, or ordering should consider it. It's going to save your group time and money, and the accuracy of your data will improve. We've saved a bunch on labor and denials and ultimately, increased cash flow."

Sean Becker, VP of Integrations & Conversions AdaptHealth

How did you handle your same or similar process prior to Waystar?

Before we used Same or Similar Batch, we went into the Noridian and CGS portals to verify items, then hand-typed those items into a spreadsheet that we tracked by MAC jurisdiction—obviously, a very manual process. The first value we realized from Waystar was that it didn't require a team doing the verification out of the MAC portal and with a manual upload.
As far as the same or similar verification process goes, we were running a similar query through a data warehouse looking at future service dates. Now, with an have an automated system, we can look two weeks out.

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How has this new tool improved your cash flow?

Not only did we decrease our workload by 5 or 6 full-time equivalents (FTEs), the accuracy of the data has gotten much better. Our volume went up significantly this year, and using Same or Similar Batch, we've lessened our normal denial rate by 15%.

The monetary value of same or similar denials is enough that the senior leadership of our company has pushed to reduce them as much as possible. From perspective of revenue to denials, same or similar denials represent a small percentage. However, from a quantity standpoint, it's one of our highest denial reasons. To sum it up, the tool is helping with labor reduction, denial reduction and accuracy of data, all of which helps cash flow.

What improvements did you see this year, especially amid the COVID-19 pandemic?

When COVID first hit, we used a lot of manual labor overseas. Overnight, that whole group was unable to work and couldn't access WiFi from home, which lasted 45 days. We looked to Waystar to automate our processes immediately, and in doing so, Waystar's tool gave us the ability to work on denial reduction. That level of automation kept more cash in our pocket.

Why else would you recommend this tool to another a DME organization?

The Waystar team is great. Everyone involved has been incredibly responsive, the communication is clear, and the tool has been easy to implement. I've worked with dozens of vendors in the DME space, and I wish everyone was like Waystar, because it would make my life easier.

A lot of companies have a high frequency of orders—and it's just not ideal to have a staff team manually checking for same or similar items in the MAC portals. If you look at these verifications proactively, you're essentially getting patients back on the right schedule so you're not dispensing products too soon. In turn, you don't have to worry about billing an order just to get a denial. The tool will save you a bunch of labor and, ultimately, save you denials and increase cash flow.

Get in touch.
1-844-6Waystar | waystar.com

ABOUT WAYSTAR

Waystar simplifies and unifies healthcare payments 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.

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