

CASE STUDY:

Apria Healthcare

Improves collections by **over \$6.5M**

CHALLENGE

- **Increase collections**
- **Reduce bad debt**

SOLUTIONS

- **Agency Manager**

RESULTS

- **\$6.1M annual improvement in early out 180-day patient commissionable collections rate**
- **\$327K annual value for primary bad debt 180-day patient netback collection rate increased versus baseline**
- **\$101K annual value for secondary bad debt 180-day patient netback collection rate increased versus baseline**

The challenge

When you serve more than 1.8 million patients every year, the reality is that some of them have difficulty paying, and they end up going to a collection agency for bad debt follow-up. Like others serving high risk patients, Apria Healthcare found measuring and comparing collection agency performance, and auditing to prevent lost revenue to be time consuming. Thus, Apria Healthcare opted to seek a technology solution to improve agency management of bad debt cash recovery for its 300 locations nationwide.

Waystar solutions

Apria Healthcare, one of the nation's leading providers of respiratory services and medical equipment, chose Waystar's Agency Manager to deliver a clear scorecard to improve collection activity performance for early out, primary and secondary bad debt, to aid commission accuracy and to ensure an audit trail, so no agency request was lost.

Results

Apria Healthcare realized an annual collection improvement of more than \$6.5M versus the baseline, through improved management gained with analytics and insight from Agency Manager. This included 180-day collections for early out of \$6.1M, \$327K for primary bad debt, and \$101K for secondary bad debt.

“Visibility is great. I can compare agency performance real-time.”

David Renouf, Director of Billing Operations for Patient Pay Revenue Cycle

“With Waystar's in-depth reporting, we can find discrepancies between agencies, and ask them why something is not happening. This helps us to guide their performance,” says David. “If we need anything, or have a question, our account executive is right on it. His communication and responsiveness are fantastic. I also find Waystar is very receptive to new ideas, feedback and new ways of doing things.”

CASE STUDY: APRIA HEALTHCARE

Impact

“Agency Manager helps keep everything related to collection agency performance in line. Nothing is lost. I can see what’s happening. It’s like having an alarm, so I can take action in real-time. Without it, I would not see issues until they became much bigger.”

“In a similar role at another company, I spent 15% to 20% of my time managing one collection agency. Now with Waystar’s Agency Manager, I just spend 3% to 5% of my time managing multiple collection agencies.”

David Renouf, Director of Billing Operations for Patient Pay Revenue Cycle

Ready to transform your performance?

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.