

CASE STUDY:

Brookdale Senior Living

76%

decrease in claims paid after 60 days

20%

decrease in denied and rejected claims

25%

decrease in A/R days

“The efficiency of editing claims now is greatly improved.

We spend less time correcting previously missed claim errors, reducing the time it takes for reimbursement.”

Layne Tomlinson Supervisor of Healthcare AR Brookdale Senior Living

The challenge

For nearly 30 years, Brookdale Senior Living has been committed to providing quality senior living. Their properties are designed, purpose-built and operated to provide exceptional service, care and living accommodations for seniors. With over 100,000 residents in approximately 1,100 retirement communities in 47 states, Brookdale Senior Living is the largest owned and operated senior living provider in the United States. Through its ancillary services programs, the company also offers a range of outpatient therapy, home health and hospice services.

Brookdale was challenged with finding the most effective method to improve its Medicare claims editing process for its ancillary service product lines. Layne Tomlinson, Supervisor of Healthcare AR, spoke about the struggle his team faced prior to partnering with eSolutions, now part of Waystar. “We were working directly in the DDE, so everything was a manual process,” Tomlinson said. “We had no access to productivity reporting, so it was difficult to address areas of weakness within the billing process. In terms of our efficiency, it was obvious that something needed to change.”

Waystar solution

Leshia Dunn, Vice President of Healthcare AR, and Lisa Agerton, Director of Healthcare AR, decided to partner with eSolutions, now part of Waystar based on the system’s fluidity and ease of use. Layne’s team wasted no time taking advantage of the Medicare Claims Editor and Analytics tools. Featuring full editing capabilities, 24/7 access and the ability to work a claim in a familiar web-interface, Brookdale’s Medicare claims submission process experienced the immense upgrade the management team desired. “The efficiency of editing claims is now greatly improved. We spend less time correcting previously missed claim errors, reducing the time it takes for reimbursement,” said Tomlinson.

Since partnering with eSolutions, now part of Waystar, in 2011, Brookdale has enjoyed increased efficiency and restructuring facilitated by the Medicare Enterprise package. “The amount of time and resources we’re saving is noticeable. I couldn’t ask for a better working relationship than we have now with the people at Waystar.”

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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.