Lucile Packard Children's Hospital (LPCH) at Stanford

100 Affiliated Locations | 1,000 Physicians | Palo Alto, CA | Client since 2013

CHALLENGE

- **Highly specialized claims requirements and outsourced solutions elevated costs and forced staff to rely on manual processes, continually limiting the speed of reimbursement**

SOLUTIONS

- **Claims Management**
- **Remits**
- **Claim Monitoring**
- **Claim Attachments**
- **Patient Payments**
- **Coding Compliance**
- **FISS DDE Emulator**

RESULTS

- **Average days to pay < 12 days**
- **90% of payments received within 45 days of date of service**
- **Paper claim submissions reduced by 70%**
- **Seamless integration with installed Epic systems**
- **Staff able to handle the growth of the organization without adding additional FTEs**

Lucile Packard Children's Hospital (LPCH) is part of Stanford Children's Health (SCH), the only network in the San Francisco Bay Area—and one of the few in the country—dedicated exclusively to pediatrics and obstetrics. The doctors and staff bring an extraordinary level of care to multiple specialty facilities, pediatric practices, and partner hospitals across the region.

Before Waystar, LPCH outsourced claims to multiple vendors, resulting in higher than necessary costs, delayed reimbursement, and the seemingly perennial challenges of claims management in a highly specialized healthcare organization. After claims management and payment posting were brought back in-house and automated with Waystar's Claims Processing and Remit Management applications, LPCH captured significant cost savings and received 20% more of their reimbursement within 45 days of the date-of-service—all while easing the burden on staff thanks to newfound operational efficiencies.

Why we chose Waystar

"The insurance market in California is complicated,"says Andrew Ray, former Director of Professional Revenue Cycle at SCH. "And we're a unique and complex organization. We deliver sophisticated, highly specialized care—our physicians are innovating how pediatric and obstetric medicine is practiced, and we're one of the only healthcare networks in the country focused exclusively on how best to care for mothers, newborns and children."

"Waystar demonstrated their willingness and their ability to automate our claims process through customizable cloud-based solutions."

"They made it clear from the beginning that they could and would customize based on our needs. For a highly specialized provider organization like ours, that's more than a perk—it's critical."

◆ WAYSTAR

> "Waystar was able to automate our claims management and create customized, highly efficient workflows for our staff which was a real challenge given the extreme specialization of some of our physicians."

Waystar Claims Management integrates seamlessly with LPCH's installed Epic software system, Ray explains, making the claims and payment posting teams more efficient. Teams now accomplish more work with the same headcount, because they no longer spend time on the manual tasks that previously consumed multiple hours of their day.

"Waystar's cloud-based applications can also accommodate the highly specialized claims setup and requirements that other vendors can't," he adds. "That dramatically lowers the number of claims we're forced to create and submit in paper form.

How Waystar benefits LPCH

Before Waystar, we were submitting 1,000 paper claims a day," he says. "For most of those, the problem was simply inadequate claims management software. Waystar enabled us to rapidly reduce our daily volume of paper claims by 70%.

"We can put the edits, rules, and fields that we need in place, instead of being forced to resort to paper for highly specialized claims. Waystar further automates the processes for those claims as well as for our other claims—so we're gaining additional efficiency on top of what we already gain by being able to file a greater percentage of our claims electronically."

LPCH has also been able to accelerate reimbursement and reduce the need to rework claims—thanks to the new automated claims management processes and software that catches errors or missing information before the claim is submitted.

"One of our revenue cycle targets is to receive reimbursement within 45 days of the date of service," Ray says. "Before Waystar, we were only able to hit that target for close to 70% of our claims. Less than a year after implementing their solutions, we're already close to 90%—and we're continuing to improve that number."

> "I'd recommend Waystar without hesitation. Sure, there are other solutions available, but they're much less customizable—and if you want the right fit for your organization, you need a partner that can truly shape their solutions around your goals and your challenges. How else can you be confident that they'll be able to meet your needs in the future?"

- Andrew Ray | Former Director, Professional Revenue Cycle, Stanford Children's Health

Ready to transform your performance?
Contact Waystar: 1-844-6Waystar or visit us at 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.

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