

CASE STUDY

Rehab at Home

How switching back to Waystar increased cash flow and reduced AR days

ORGANIZATION

Home healthcare services

LOCATION

Arlington, Texas

GOALS

- Drive revenue growth
- Increase productivity

SOLUTIONS

- Eligibility
- Professional Claims
- Remits

RESULTS

- 98.6% average clean claims rate
- 21% decrease in denials
- 20% reduction in AR days
- Improved claims submission efficiency and remits processing with enhanced functionality and reporting

Goals

Find and implement eligibility, professional claims and remits solutions that easily integrate with their practice management system before their existing clearinghouse contract ended.

Challenge

Rehab at Home strives to provide compassionate quality care that meets the comprehensive needs of patients in the home care environment. To promote continued success and sustain long-term growth, the organization needed to find a new clearinghouse with technology better tailored to their needs. And it needed to be implemented in a short time frame and supported with sustained, exceptional customer support.

After 10 months attempting to streamline revenue cycle processes with their previous vendor, Rehab at Home needed to make a change. Not only did they need a new clearinghouse that could integrate seamlessly with their practice management system, but it had to be implemented before parting with their current clearinghouse.

“Waystar’s solution is fantastic. I know if there’s a denial or partial payment and work on it right away.”

Joyce Spencer, Billing Coordinator for Rehab at Home

“At the time we left, the organization did not want to use multiple software systems. We wanted everything under one umbrella. We realized we needed to go back with Waystar,” says Joyce.

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The result

"Checking for eligibility is much quicker and easier to understand. Our previous solution was confusing because it gave us too much information. We ended up deciphering everything. Now we can read it and know what to do. The Eligibility solution really helped reduce our denials because we know we are catching things we didn't before," adds Joyce. Since switching to Waystar, the denial rate has declined by 21%.

Rehab at Home also experienced a dramatic improvement with Waystar's Claims solutions. The organization now averages a 98.6% clean claims rate and has seen an increase in cash flow and productivity. "Cash flow has improved significantly. The solution is catching things we miss up front. Editing and processing claims is faster and easier because we are told what to do. It's much easier to work with," says Joyce.

The organization also values how the Remit solution streamlined workflows and improved efficiency. Previously, they were forced to go directly to payer websites to receive payment. "We never could get this issue fixed with the previous vendor. It was never really integrated into our system. Before Waystar, we spent so much time going directly to the sites, downloading then uploading. It was a cumbersome process that took way too long," says Joyce. "Waystar's solution is fantastic. I know if there's a denial or partial payment and work on it right away. It only takes seconds and integrates well with our system."

"The analytics dashboard also provides great information for our weekly finance meetings," adds Joyce. "We can always doublecheck our figures and get a high-level overview. It's not a necessity, but it's nice to have."

"Partnering with Waystar has really increased cash flow and reduced AR days. The solutions are really easy to work with."

Joyce Spencer, Billing Coordinator for Rehab at Home

Implementation and exemplary client service also played a key role in Rehab at Home's satisfaction with Waystar. "We were on a tight timeline to change. Everything was extremely easy, and the implementation team made it happen. Everything was set up in less than 30 days," says Joyce.

"Integration was the biggest obstacle we experienced in the past. The support side has been nothing but rapid response. Waystar made us realize solutions and service with our previous clearinghouse weren't working that well. We really weren't aware of what we were missing out on."

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