Eligibility Verification

Powered by 🔴 Hubble

Real-time eligibility verification + benefit retrieval that drives value

Patient access staff spend over 50 hours a week assigning accurate eligibility and benefits information to accounts. However the sheer volume of patients makes it difficult to effectively work all accounts, let alone avoid the human error that often leads to denials.

That's why our Eligibility Verification solution is different

Waystar's Eligibility Verification solution automatically provides real-time eligibility verification and the most comprehensive benefit response available, streamlining workflows and alleviating staff workload. The solution gives your patient access staff an efficient way to get true levels of coverage before and after service by automatically retrieving and combining smart data from payer portals and electronic eligibility transactions (EDI 270/271). It also seamlessly integrates directly into Epic, Cerner, Meditech and other major health information systems.

30% of denials are due to registration and pre-service errors

20% the revenue cycle expense associated with reworking denied claims

29% of appeal claims are reimbursed

262B in claims submitted in 2018 were initially denied

Automated eligibility verification that provides complete benefits in seconds

Using integrated EDI and payer web portal benefits, Waystar's Eligibility Verification solution gives you the specific data you need to accurately assess and complete eligibility and benefit verification.

Results

- **Easy-to-understand** action plan and a streamlined account work list.
- **The most accurate and complete** benefit plan available at all points of care.
- **No more countless hours** searching payer websites or calling insurance companies for information verification.
- **Staff become specialized,** only working accounts with an alert present, which means a higher yield per employee.
- **Alerts show when accounts are flagged** so accounts are never overlooked.
- **A reduction in denials** caused by missing or incorrect information.

◆ WAYSTAR

hubble

Meet Hubble, Waystar's AI + RPA platform that intelligently retrieves expanded benefit data

It's highly intelligent, nimble and scalable. Waystar's patented Hubble technology automatically queries, retrieves and merges smart data from payers to present the most comprehensive eligibility and benefit data. Waystar was the first in the industry to intelligently integrate Hubble bot technology into payer and clearinghouse data to not only retrieve a clearer and more expanded picture of a patient's benefits, but also help providers reduce administrative expenses associated with eligibility denials.

A deeper dive into key features

DATA WATERFALL
Ability to sequence multiple data attributes and payer + EDI gateways to retrieve the most complete and accurate eligibility details

TIMELY ALERTS
We identify accounts with demographic or status discrepancies and provide actionable guidance for staff

PLAN CODE VALIDATION
Automatically confirms insurance plan code with eligibility details to ensure correct selection during registration process

DATA NORMALIZATION
Hubble navigates payer websites and EDI to retrieve and normalize the most detailed benefit information available

SELF PAY VALIDATION
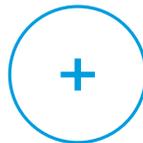Conducts various eligibility permutations to discover and validate coverage for self pay patients

Explore our end-to-end platform

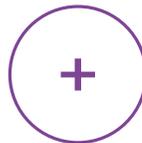| +	+	+	+	+	+	+
Patient Financial Clearance	**Revenue Integrity**	**Claim Management**	**Denial Management**	**Patient Financial Experience**	**Agency Management**	**Patient Insights**

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

KLAS CATEGORY LEADER
CLAIMS & CLEARINGHOUSE
(OVER 20 PHYSICIANS)
2020

PEER REVIEWED
by HFMA*

* HFMA staff and volunteers determined that the Claims Management product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guaranty the use of these products.

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.

WAYSTAR