

## CASE STUDY:

# Improved vendor performance at Gwinnett Medical Center

Leveraging predictive analytics to create an optimized insource/outsourced program

## SOLUTIONS

- Agency manager
- Advanced propensity to pay module
- Presumptive charity module

## RESULTS

- Vendor performance improved 30%
- \$2.6M total annual collection improvement
- 35% decrease in aging inventory at day 365 – accelerated cash
- FTE savings
- \$32M qualified for full presumptive charity

Ready to transform your performance?

1-844-6Waystar  
[waystar.com](http://waystar.com)

## The challenge

Gwinnett Medical Center was looking for a way to automate manual processes, including presumptive charity eligibility to align with 501(r) regulations. In addition, they were looking to improve their patient pay collections both internally and across their vendor network. Similar to many U.S. health systems, Gwinnett was seeing their patient pay balances increase and needed to ensure that they were maximizing the return on their investments in both internal and external resources, as well as increasing cash and reducing costs.

“Waystar understands data, taking and applying it to build solutions that make a real financial difference for us and our patients. Waystar is a true business partner for Gwinnett.”

**Kathy Dougherty, VP, Revenue Cycle Management, Gwinnett Medical Center**

## Waystar solutions

Although confident about its clearinghouse selection, the clinic still had a few initial reservations about the change. “There’s always anxiety when you’re switching clearinghouses,” says Brown. “It’s a big transition, and the potential for problems is very real. With Waystar, the switch went extremely smoothly. All of our payers were enrolled properly, and there was no disruption in cash flow or accounts receivable. Our collections actually went up the month following the transition.”

**Agency manager** – The leading solution to monitor, manage and improve the performance of their outsourced vendors while reducing costs and supporting a positive patient experience.

**Advanced propensity to pay module** – Leverages predictive analytics to drive work routines to increase patient-pay collections and reduce the cost to collect, while improving patient satisfaction.

**Presumptive charity module** – Provides automated charity screening capabilities, ensuring that all patients receive a fair and consistent evaluation for hospital’s financial assistance programs.