

CASE STUDY:

Hospice of Cincinnati

Hospice of Cincinnati is a not-for-profit organization providing compassionate, personalized end-of-life care. With seven departments spanning across Ohio, it specializes in routine, home, respite and inpatient care for the terminally ill and their families.

SOLUTIONS

- Medicare Enterprise
- Medicare Eligibility

RESULTS

- 4.2% reduction in RTPs
- 62% reduction in AR days
- 25% Improvement in staff efficiency

“On top of the ease of use we experience with these products, we see our revenue noticeably sooner than we had in the past.”

Kim Kuebler, Medicare Billing Supervisor/Manager, Hospice of Cincinnati

The challenge

At Hospice of Cincinnati, the billing department sought an ideal method to save time and cut unnecessary, behind-the-scenes costs. Kim Kuebler, Medicare Supervisor and Manager, spoke about searching for an effective product. “The products from our last revenue cycle management company were very outdated. Everything from NOEs to claim submissions had to be manually typed into the Medicare system,” said Kim. “If anything was entered incorrectly, it could end up taking twice as long to see that revenue.” It was clear the team needed a modern revenue cycle management tool to drive proficiencies across the board.

Waystar solutions

For Kim’s team, it was a welcome relief to use products that uniquely fit their needs. “We couldn’t believe what we had been missing out on all this time!” The ability for multiple staff members to check patient eligibility simultaneously has increased productivity and saved valuable staff time. “Medicare Eligibility has been a great resource for us. On busy days, it’s helpful to have more than one person who can access patient eligibility,” Kim said. With the Medicare Enterprise solution, the time spent checking Medicare eligibility and manually submitting NOEs was slashed in half, creating the opportunity to focus on other critical tasks.

eSolutions (Now part of Waystar) has empowered the Hospice of Cincinnati billing team by creating a productive and efficient environment. Since acquiring the Medicare Enterprise package, their reimbursement rates have skyrocketed to 95 percent. “On top of the ease of use we experience with eSolutions’ products, we see our revenue noticeably sooner than we had in the past. We are very pleased with eSolutions and it has been a great investment for our company!”

Ready to transform your performance?
Contact Waystar: 1-844-6Waystar or visit us at [waystar.com](https://www.waystar.com)

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.