

Patient Estimation

Powered by  Hubble

Automated + accurate patient estimates across the continuum of care

What's the best way to increase point of service collections? Waystar's Patient Estimation solution. Our intelligent tech automates the creation of patient estimates with unmatched accuracy. As a result, it's driving up cash collections for hundreds of hospitals around the country—for many, by as much as 40 percent.

Accurate patient cost calculations help you capture more upfront collections

In a world of increasing patient volumes, high deductible health plans and self-pay, it's no secret why providers are seeing a continued rise in uncollected patient payments. Waystar seeks to solve these challenges through our Patient Estimation solution—a powerful and accuracy-driven tool that automates a patient's estimate prior to or at the time of service. By combining your

patient's eligibility and benefit details with your charge master and contract rates, Waystar generates the most accurate patient estimates possible, allowing your staff to focus on upfront cash collections. Patient Estimation easily works with major HIS/PMS systems, turning basic patient estimation features into dynamic, accurate intelligence on the patient's true financial responsibility.

51%

of people have a deductible of at least \$1000

30%

of practice income depends on patient responsibility

55%

of patient financial responsibilities are never recovered

95%

of patients are expected to be unable to pay their bills by 2020

Results

- **Accurate, up-to-date** estimates tailored specifically to patients.
- **Meaningful financial counseling discussions increase**, as well as upfront patient collections. Bad debt and write-offs decrease.
- **No more three-ring binders, calculation cheat-sheets** or other manual means of calculating estimates.
- **Missed revenue opportunities are pinpointed**, allowing for a correction in workflow to minimize future risk and bad debt.
- **Accuracy analysis is performed** if the generated estimate is different than the out-of-pocket payer report to determine what caused the discrepancy.
- **Refunds and post-service** self pay collection decrease drastically.



Meet Hubble, Waystar's AI + RPA platform that increases estimate accuracy rates

It's highly intelligent, nimble and scalable. Waystar's patented Hubble technology automatically queries, retrieves and merges smart data from payers with your charge master data and payer contracts, arming you and your patients with easy-to-understand and accurate estimates. Utilizing a proprietary cascading methodology, Hubble is able to source the most up-to-date benefit information via EDI and direct-payer connections so that accuracy rates remain high, while providing comprehensive and enriched coverage details down to the individual plan and service-type level. With more accurate patient estimates, your chance of upfront collections and patient satisfaction increases.

A deeper dive into key features

APP INTEGRATION

Workflow is automated through a seamless integration to existing patient registration systems.

FINANCIAL ASSISTANCE

We aid in financial assistance for self-pay patients such as determining propensity to pay or likelihood to qualify for Medicaid without an intrusive credit check.

COLLECTION REPORTING

Insight is given into the collections process by analyzing payment posting files.

ACCURACY ANALYSIS

Patient estimates are evaluated against adjudicated claims to identify variances and improve accuracy rates.

REAL-TIME ALERTS

Alerts are displayed to notify staff of any dual confirmed coverage or HSA/HRA on file.

BENEFIT VERIFICATION

Real-time benefits are obtained via EDI and payer portals to ensure the most complete information available.

Explore our end-to-end platform



**Patient
Financial
Clearance**



**Revenue
Integrity**



**Claim
Management**



**Denial
Management**



**Patient
Financial
Experience**



**Agency
Management**



**Patient
Insights**

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* 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 guarantee 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.