CASE STUDY:

The Queen's Medical Center

Hawaii's largest health system reduces write-offs 96% by automating claim status verification process using web-sourced data.

LOCATION
Honolulu, Hawaii

ORGANIZATION TYPE
Non-profit hospital

GOALS

- **Automate claim status verification**
- **Reduce manual patient eligibility checks**
- **Improve patient cost estimate accuracy**
- **Reduce AR days**
- **Increase staff efficiency**

SOLUTIONS
Claim Monitoring

RESULTS

- **$5M in cash flow improvements**
- **26% reduction in accurate accounts aged over 90 days**
- **Reduced monthly untimely write-offs from $12.5M to $19K**
- **80% of claims removed from workflow as 'paid, scheduled to pay or pending**
- **Reduced write-offs by 96%, from $2.7 million to $92K**

The challenge

The Queen's Medical Center is a renowned health system and Level I trauma center, recognized as a US News & World Report Best Regional Hospital and Best National Hospital. With 500 inpatient beds and numerous auxiliary services, the business office stays busy following up on the status of hundreds of thousands of claims. Although the vast majority are approved, notification wouldn't normally occur until 45 days after service when payment or denials would arrive in the form of remittances.

Jodilyn Mafua, Operations Manager for Hospital Billing, Queen's Medical Center, knew her staffers' time would be better spent focused almost exclusively on denied claims. "About 75% of our first-pass claims are approved, but until we know that, staff is spending up to seven minutes per claim checking on status. I wanted to help my team by automating that low-hanging fruit," said Mafua.

Through her search for effective automation, she discovered Waystar's Claim Monitoring solution could rapidly obtain status on the health system's entire inventory and identify claims that require manual intervention.

> "The fast path to implementation helped us show the value of automating claim status follow-up to our CFO. It let the Waystar product speak for itself."

Jodilyn Mafua, Operations Manager for Hospital Billing, Queen's Medical Center

Waystar solution

Waystar is well known for its success embedding automated payer intelligence" into Epic and other hospital information systems, a critical need for Queens Medical Center. Waystar was also very transparent about how its automated technology retrieves information from payer websites and worked with payers to ensure success. "This was essential. It is important that our payer relationships remain intact," Mafua said.

WAYSTAR

Waystar swiftly implemented its robust AI and RPA platform, Hubble, to work with the high payer volume present in the Queen's Health System, leveraging experienced staff well versed with the Epic integration processes. Following implementation, Hubble was able to quickly retrieve data on large claim volumes, demonstrating rapid return on investment.

"Waystar's Claim Monitoring solution really digs into and translates the data. It even flagged when a payer's turnaround time changed, which would have taken us considerably longer to identify before. We quickly got the payment period adjusted, amounting to a $5 million cash flow improvement," noted Mafua.

The impact

The Queen's Medical Center has experienced significant financial impact within six months. With the Waystar solution, they were able to reduce aged accounts (over 90 days) 26% and reduce monthly untimely write-offs from $1.5M to $19K. Considered a key success, the billing team was able to eliminate 80% of claims with uncertain status, greatly improving staff's ability to focus on high-priority tasks. Ultimately, Queen's Medical was able to secure $5M in cash flow improvements following the deployment of the Waystar Claim Monitoring solution.

> "Waystar's continued support and partnership have established the company as an extension of the Queen's Medical Center's business office."

Jodilyn Mafua, Operations Manager for Hospital Billing, Queen's Medical Center

Queen's Medical Center's efforts to follow-up on hundreds of thousands of claims that were negatively impacting cash flow and productivity is a struggle all too many providers are familiar with. But with the Waystar platform, staff was able to fully realize a plan that saw them replace the need to chase after payers for claim status, patient eligibility, service authorization and patient cost estimates. "The results have been wonderful and we expect them to keep coming. We found Waystar to be aligned with our guiding principles of integrity and accountability," Mafua concluded.

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