

Referral Initiate + Referral Status

part of Waystar's Authorization Suite

Powered by  Hubble

Harness the power of AI + RPA to intelligently automate referrals

Referrals, like authorizations, is a growing administrative burden and one that can negatively impact the patient and provider experience. With more than 1/3 of all patients¹ being referred to a specialist annually, over 60% of referring physicians find the referral process inefficient due to poor care coordination and manual-based processes between providers and payers.

1/3¹

of patients referred to specialist annually

+50%²

of referral process is redundant and repetitive

25%³

of hospital spend due to administrative costs

A better way to automate referrals

Streamline and drive intelligent automation utilizing Waystar's Referral Initiate + Referral Status solutions, part of Waystar's Authorization Suite. The Referral Initiate and Referral Status solutions are built on our proprietary rules engine and leverages Waystar's Hubble AI+RPA platform to push and pull referral requests directly with payers, all the while integrating referral data back into your source system.

How does it work?

Using EDI 278 transaction file, the Referral Initiate solution determines whether a referral is required and initiates the referral submission process directly to the payer. The Referral Status solution knows when to check the status of a referral, creating an end-to-end process that intelligently automates referral transactions with payers.

Results

- + **Provider to payer automation** removes manual-based referral submission and statusing processes
- + **Significant efficiency gains** as staff work by exception and can expand to other service lines
- + **No workflow disruption** as user worklist is integrated directly back into your system
- + **Improved provider-to-provider communication**, reducing operational silos between referring and receiving providers
- + **Reduced financial risk** as denials due to lack of approved referrals is mitigated

¹Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3160594/>

²Source: <https://www.beckershospitalreview.com/payer-issues/3-important-statistics-about-provider-referrals.html>

³Source: <https://www.commonwealthfund.org/publications/journal-article/2014/sep/comparison-hospital-administrative-costs-eight-nations-us>

A deeper dive into key features

REFERRAL RULES ENGINE

Centralized and scalable rules engine that can be customized to manage unique payer contracts.

DIRECT PAYER CONNECTIONS

Leverage EDI + RPA for automated referral submission and status retrieval with payers.

REAL-TIME INTEGRATION

Ability to create bi-directional data feed and integrate workflow back into source system.

CREDENTIAL MANAGEMENT

Eliminate the need for users to remember login credentials.

USER ALERTS

Users are alerted if referral account requires FTE intervention or appears to have denial risk.



Powered by Hubble, Waystar's AI + RPA platform

It's highly intelligent, nimble, and scalable. Waystar's patented Hubble technology automatically initiates and statuses referral requests directly with payers using AI + RPA technology. Waystar was the first in the industry to intelligently integrate Hubble bot technology into payer and clearinghouse data in order to automate transactions with payers and empower organizations to do more with less.

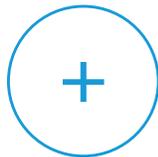
Explore our end-to-end platform



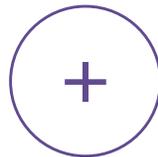
Financial
Clearance



Revenue
Capture



Claim
Management



Analytics
+ Reporting



Payment
Management



Denial Prevention
+ Recovery

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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.