

# 5 ways to simplify billing + get claims paid on the first submission

Without the right technology, billing for behavioral health services can be inefficient and time-consuming. Patients often don't know whether they have or are eligible for coverage. Complicated payer rules cause denials and a backlog of accounts receivable, and collecting from patients can be challenging. But it doesn't have to be that way. Here are five tips to help your practice get paid faster and more fully.

## 1 Put down the phone

With Waystar's cloud-based Eligibility Verification solution, you can determine patient coverage within seconds at registration or in a convenient batch for the next day's scheduled appointments.

## 2 Find coverage for self-pay and charity patients

Patients don't always understand the ins and outs of their coverage, and many have had a recent change in coverage. It's estimated up to 22 million people changed or lost employer-based coverage due to the pandemic. Waystar can help you identify active coverage among patients presenting as self-pay, taking the financial burden off of them and increasing your likelihood of being paid.

## 3 Avoid denials

Denials are one of the top challenges facing providers. Many denials are due to registration and eligibility errors, and up to 90% are avoidable. Waystar's integrated platform ensures accurate eligibility and benefits info and provides drill-down reporting of mid-cycle denials so you can correct root causes and stop future denials before they happen.

## 4 Appeal when necessary

Despite best efforts, some denials are inevitable. The time and effort required to re-work denied claims often results in write-offs. Don't leave that revenue on the table—more than 65% of denials are appealable. With Waystar's Appeal Wizard, you can submit appeals a number of ways: paperless, mailed via certified or standard mail or faxed.

## 5 Collect from patients

Providing convenient payment options is crucial to collecting from patients in a timely manner. Boost your bottom line and patient satisfaction by giving them the option to pay via text or phone, online or in-person.

Schedule your demo today.

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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.

