

## SUCCESS STORY

# MedQuest Associates' way forward

An outpatient diagnostic imaging organization's journey to reduce AR days + increase cash flow

## ABOUT

- + Outpatient diagnostic imaging organization based in Atlanta, GA
- + 50+ facilities across the country
- + Serving 100+ communities

## FEATURED WAYSTAR SOLUTIONS

- + Claim Manager
- + Denial + Appeal Management
- + Remit Manager

## RESULTS

**99.19%**

clean  
claim rate

**13.5**

average  
days to pay

**8.93%**

denial  
rate

**70.44%**

first-pass  
payment rate



# CHALLENGES: STARTING THE TREK

MedQuest Associates partners with hospitals and health systems across the country to provide high-quality, cost-effective imaging services. From freestanding outpatient imaging networks to mobile MRI unit management, the organization remains committed to improving the health of their communities, one person at a time.

To maintain this goal, leadership knew their claim management process needed a revamp.

“With our vendor at the time, we didn’t have updated processes to submit claims. Plus, the remit reports coming back in were obsolete and disorganized. Both of these issues created daily challenges for our team,” says Sherri Marini, Senior Manager of Revenue Cycle AR & Billing at MedQuest Associates.

The MedQuest Associates team was tasked with finding a new clearinghouse that could streamline operational

efficiency while supporting key revenue cycle goals for growth.

“It was an important decision for us because we were looking for a clearinghouse for the whole company, which was something we’d never considered before,” shares Marini. “I was responsible for finding a clearinghouse that would work well for both of our regions and types of billing.”

Finding one clearinghouse to support MedQuest Associates’ entire business needs was no easy feat. Providing critical customization opportunities and automation to improve operational efficiency, Waystar stood out as an ideal partner.

Leveraging Waystar’s technology, MedQuest Associates transformed their claim management processes to achieve a higher clean claim rate, increase cash flow, and decrease AR days.

“Waystar’s solutions updated our processes so well. Not only did they raise our clean claim rate, they also lowered our AR days.”

**Sherri Marini,**  
**Senior Manager**  
**Revenue Cycle AR & Billing,**  
**MedQuest Associates**



## ACTIONS: LIGHTING THE WAY

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Partnering with Waystar, MedQuest Associates experienced an immediate impact on their revenue cycle processes which sustains positive returns.

### **A smoother way to work**

Changing clearinghouses can often feel like an uphill climb. MedQuest Associates continues to experience a smooth road to success with Waystar by their side.

“Waystar’s expert team provides the executive planning and technical and day-to-day knowledge necessary to coordinate everything,” shares Marini. “Their expertise and experience with other clients helps us make decisions. The hands-on support really distinguishes Waystar from the other vendors we’ve worked with before.”

### **A better way to get support**

Ensuring seamless use of MedQuest Associates’ new workflow, Waystar

continues to maintain open lines of communication and responsiveness to provide optimal support.

“Our staff always had a fear of not knowing where their questions would end up when working with other vendors. But, that’s not a concern now. We’ve really enjoyed working with everyone at Waystar,” says Marini.

### **A stronger way to see results**

With an improved claim management process, MedQuest Associates continues to benefit from the modern technology that allows claims to go out correctly the first time, quicker than ever before.

Due to this level of success with claims, the organization has since implemented Denial + Appeal Management, leading to a denial rate of just 8.93% and a 70.44% first-pass payment rate.

“Waystar has definitely allowed us to improve operational efficiency and increase cash flow.”

**Sherri Marini,**  
**Senior Manager**  
**Revenue Cycle AR & Billing,**  
**MedQuest Associates**

# RESULTS: REACHING THE SUMMIT

Since partnering with Waystar, MedQuest Associates has now surpassed their goals of streamlining workflows, improving cash flow, and reducing AR days.

In fact, the organization has achieved an impressive 99.19% clean claim rate and achieved an average of 13.5 days to pay. Now, their revenue cycle processes are running smoother with clean claims getting out the door quickly and more accurately — all while bringing in fuller, faster payments.

“Waystar has definitely allowed us to improve operational efficiency and increase cash flow,” shares Marini. “One of the great things about the information we receive is that our team can understand why payers aren’t paying us correctly. We want to know exactly what we’re getting from every payer, and Waystar helps us know that.”

With Waystar as a trusted partner, MedQuest Associates is now exploring new solutions that may help them in the future.

“As our business grows, we know Waystar can help with any needs that come up. We’re already looking at expanding our platform. Historically, radiology eligibility has been one of the hardest things to determine. To address this, we plan on using Waystar’s Eligibility Verification solution. We’ve also identified other needs such as tracking claims and submitting denials,” says Marini.

With Waystar by their side, MedQuest Associates is on the path to peak performance — and their future has never looked brighter.

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## THE WAYSTAR SOFTWARE PLATFORM

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