

SUCCESS STORY

ProScan Imaging's way forward

A radiology network's journey to reduce denials + improve collections

ABOUT

- + Radiology network based in Cincinnati, Ohio offering MRIs, CT scans, ultrasounds, and mammograms read by board-certified and fellowship-trained radiologists
- + Includes 33 freestanding imaging centers across Kentucky, Ohio, Indiana, New York, and Florida
- + Supports 182 providers

FEATURED WAYSTAR SOLUTIONS

- + Analytics Pro + Peak
- + Denial + Appeal Management
- + Patient Estimation
- + Claim Manager
- + Eligibility Verification
- + Patient Payments + Lockbox
- + Coverage Detection
- + Medical Necessity
- + Patient Statements
- + Remit Manager



RESULTS

4.3%

decrease in claim denial rate

7.6%

average denial rate

<1%

of claims denied for eligibility-related issues

66%

decrease in average total AR days

CHALLENGES: STARTING THE TREK

Offering patients expert and affordable, high-quality diagnostic medical imaging and radiological interpretations, ProScan Imaging has provided imaging services across the country for 30 years. Taking pride in the ease patients have in scheduling, pre-authorizations, insurance, and billing, they faced frustrations around denials and rejections.

With a high volume of coverage-related denials occurring because of inaccurate or incomplete coverage information, ProScan Imaging struggled specifically with eligibility, facing front-end claim issues that impacted cash flow and led to a reduction in patient satisfaction.

Looking for ways to improve and optimize RCM processes, ProScan Imaging sought a solution that would target eligibility denials and work to reduce their average denial rate. They

wanted to streamline workflows to remove front-end errors and allow back-end work to become more efficient.

Rather than have to hunt out a solution for themselves, Waystar, their long-standing partner, came to ProScan directly with an option to help reduce eligibility denials.

“Because our Waystar implementations have gone well, because the solutions have performed as they were sold, we said, ‘sure, we’ll give it a try,’” shares Daniel Barber, Executive Director of Revenue Cycle at ProScan.

Targeting rejection and denial rates, Waystar’s purpose-built software helped ProScan Imaging establish stronger workflows that reduced front-end errors and improved coverage detection.

“We’re so happy to have partnered with Waystar.”

**Daniel Barber,
Executive Director,
Revenue Cycle,
ProScan Imaging**



ACTIONS: LIGHTING THE WAY

Building on their existing partnership with Waystar, ProScan Imaging has decreased the amount of eligibility-related denials, bringing in fuller, faster payments.

The smoother way to verify coverage

By establishing a pre-claim workflow that checks eligibility before claims go out the door, ProScan Imaging has shifted work from the front-end to the back-end, reducing errors. “The process has gone so smoothly that we haven’t had to do anything since about two or three weeks post implementation,” says Barber.

More than half of their existing claims go through this new workflow, lowering the total number of denied claims.

The smarter way to work claims

Improved coverage detection and claim management has enabled the RCM team to reallocate resources from doing front-end claim cleanup to higher-priority tasks. “The team has really been able to work and spend time dedicated to the higher paid claims and the more challenging claims,” says Barber.

The faster way to bring in revenue

With fewer denials, ProScan Imaging no longer experiences as many delays in payments. Claims are going to the right payer from the start, ensuring fewer rejections and faster payments. Time is also no longer spent having to reprocess claims coming back from an incorrect payer or tracking down claims that were never returned.

“We’ve definitely seen quite an improvement in our denial rate because of Waystar.”

**Daniel Barber,
Executive Director,
Revenue Cycle,
ProScan Imaging**



RESULTS: REACHING THE SUMMIT

Leveraging Waystar’s software, ProScan Imaging has improved rejection and denial rates, catching claims that have previously been rejected or denied by the payer before they even go out. With stronger workflows in place, the team has improved both the denial rate and collections.

“We’ve definitely seen quite an improvement in our denials rate,” shares Barber, noting the 4.3% decrease in their average denial claim rate since implementing Waystar’s solutions. “We went from an 11.9% denial rate down to 7.6%.” This improvement stretches across multiple accounts within professional and global billing.

Targeting their most prominent cause of denials, less than 1% of ProScan Imaging’s current denials are for eligibility-related issues.

These efficiencies also improved internal workflows, allowing the team to receive subscriber information correctly and prevent front-end errors from occurring. Shifting the responsibilities into the back end of the workflow has enhanced patient satisfaction as well.

With strong solutions in place and a deeper partnership with Waystar, ProScan Imaging continues to grow its capabilities in coverage detection, working to improve and optimize RCM processes wherever they can.

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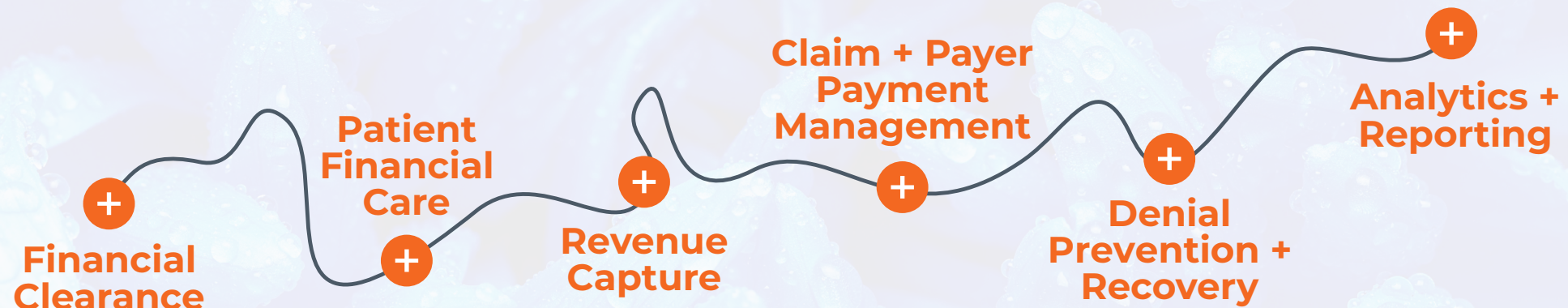
66%

decrease in average total AR days



THE WAYSTAR SOFTWARE PLATFORM

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