

SUCCESS STORY

Sadler Health Center's way forward

A health center's journey to improve claim management + enhance revenue cycle processes

ABOUT

- + Federally qualified health center (FQHC) serving Cumberland and Perry counties in Pennsylvania
- + Treats 10,000+ patients annually with nearly 38,000 visits
- + Provides community-based primary care, dental care, and behavioral health services

FEATURED WAYSTAR SOLUTIONS

- + Analytics Pro + Peak
- + Denial + Appeal Management
- + Claim Manager
- + Eligibility Verification
- + Claim Monitoring
- + Patient Estimation

RESULTS

55

FTE hours saved weekly
verifying eligibility

98.2%

clean
claim rate

1.8%

payer
rejection rate

44%

fewer claims
touched manually



CHALLENGES: STARTING THE TREK

As a federally qualified health center (FQHC) operating for more than 100 years, Sadler Health Center prioritizes affordable, community-based healthcare to serve the underserved. To ensure their patients had a seamless financial experience and bring in the critical funds to fuel their mission, the FQHC sought to address issues that were impeding the revenue cycle.

“When I came into Sadler Health, everything was very manual. I wanted to get things in a way that we could actually leverage technology,” says Joanna Musser, Revenue Cycle Manager at Sadler Health Center. “Getting more electronic in and out was goal number one.”

The revenue cycle team invested a lot of time and effort manually confirming eligibility and visiting multiple payer portals. Staff had to spend a lot of time verifying multiple insurances, whether

a patient had a co-pay or a deductible balance left for the year.

Sadler Health Center began the journey to reduce tedious, time-consuming tasks and improve reporting with a new revenue cycle partner. With Waystar’s experience with FQHCs throughout the country and wide range of software solutions, Sadler Health Center saw them as an ideal partner. The two also shared the same forward-thinking mentality to move away from manual processes and automate workflows for increased productivity.

“Working with Waystar has changed things significantly,” says Musser.

With the right partner on board, Sadler Health Center began finding opportunities to improve productivity, allowing their team to do more with less.

“Where we were was limiting. I didn’t have a lot of maneuverability. Waystar was very nice and interested in becoming a partner and helping Sadler Health achieve the goals that we had. The customer service and the abilities Waystar has to let people leverage technology made it a really easy decision for this partnership.”

**Joanna Musser,
Revenue Cycle Manager,
Sadler Health Center**

ACTIONS: LIGHTING THE WAY

With enhanced functionality and better insight into their claims and data, Sadler Health Center transformed their revenue cycle — using Waystar’s software to save time and stay better informed.

The faster way to generate claims

Leveraging Waystar’s software to create custom rules for claim processing, the team at Sadler Health Center now spends less time manually editing claims. This lowered AR days and reduced rejections. Additionally, with Waystar integrating seamlessly with the health center’s EHR system, staff could check eligibility and submit claims without ever leaving their EHR system.

The easier way to enroll payers

Automating much of the claim process allowed staff to step away from a significant amount of manual work and focus on higher priority tasks.

This shift from manual processes has also given the team back time to ensure payers are properly enrolled. This has helped avoid upfront payer issues while making their reimbursement process run more smoothly.

The smarter way to evaluate success

Having access to a variety of reports within Waystar’s software, it became vastly easier to check key metrics daily. “Reporting structures are easier and more intuitive. I can get data specifically relevant to me,” says Musser, whose team can now track revenue cycle workflows, rejections, denials, and more.

With access to 100+ KPIs, Sadler Health Center now has better visibility into their performance. They can quickly pinpoint areas that need improvement and be more proactive.

“The people who work at Waystar are a different breed in the best way. They’re approachable and want to have a conversation. They really put in a lot of effort to ensure those who are using their products have all they need to succeed.”

Joanna Musser,
Revenue Cycle Manager,
Sadler Health Center

RESULTS: REACHING THE SUMMIT

Implementing Waystar’s software has been a significant win for Sadler Health Center from the start — setting them up to achieve powerful results. “We worked really closely together, and it was really great,” shares Musser about their onboarding experience.

With new efficiencies gained from automation, Sadler Health Center has reduced FTE hours by more than 15 per week. The team no longer manually scans in paperwork and claims go out faster, and with fewer touches. Previously, Sadler Health Center touched 73% of claims. Now, the average is just 29% — a reduction of 44%.

Additionally, the team can now send dental claims directly through Waystar to dental payers. Avoiding intermediaries, the health center has increased transparency into their dental claims and lowered AR days.

Implementation of Waystar’s analytics solution has also given the team at Sadler Health Center new visibility into their own claim data, helping them achieve powerful results like a 98.2% clean claim rate.

Analytics and reporting continue to play a huge role in Sadler Health Center’s revenue cycle. “Reporting structures are easier and more intuitive,” shares Musser who capitalizes on the ability to query specific data points for reports. “I get asked about it from senior leadership all the time, and I can supply reports quickly now.”

With fewer manual touchpoints and improved visibility across the revenue cycle, Sadler Health Center has optimized their financial performance and set their organization up for continued success in the future.

55

FTE hours saved weekly
verifying eligibility

98.2%

clean
claim rate

1.8%

payer
rejection rate

44%

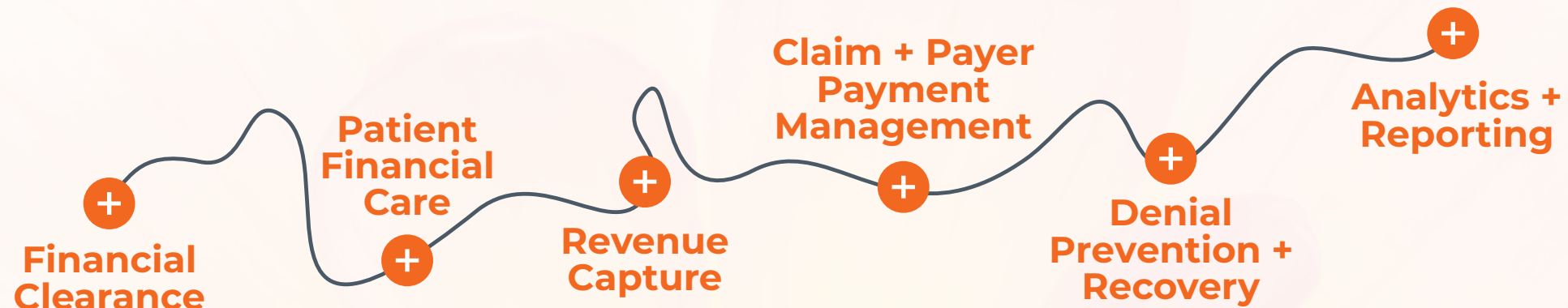
fewer claims
touched manually

15+

FTE hours saved weekly
through automation

THE WAYSTAR SOFTWARE PLATFORM

Click each suite to explore our end-to-end solutions.



Discover the way forward

waystar.com