

SUCCESS STORY

AnMed Health's way forward

A health system's journey to reduce revenue leaks + maximize reimbursement

ABOUT

- + Founded in Anderson, SC more than 100 years ago
- + Largest independent, not-for-profit health system in South Carolina
- + Provides healthcare in 8 counties in upstate South Carolina and northeast Georgia across 50+ patient care sites
- + Includes more than 400 physicians and 3,600 employees, making it the largest employer in Anderson County, SC

FEATURED WAYSTAR SOLUTIONS

- + DRG Anomaly Detection
- + Charge Integrity



RESULTS

\$1.68M

total additional payments collected

\$55.6K

average additional payments collected per month

4:1

ROI for DRG Anomaly Detection

\$931K

total rebilled and estimated additional revenue collected*

*Based on the payer contracts provided by the client and built into Waystar's contract management engine.

CHALLENGES: STARTING THE TREK

For more than a century, AnMed Health has served patients in South Carolina and northeast Georgia guided by their vision of working together for better health. To continue this important work and provide the best care possible to their patients, AnMed Health ventured into new territory: focusing on revenue integrity to ensure less revenue slips through the cracks.

As AnMed Health transitioned to a new electronic health record (EHR) system — Epic® — they also started tightening up their other practices, including revenue integrity. Facing industry-wide and cost pressures during the COVID-19 pandemic made it even more critical to ensure their health system was being fairly compensated for their clinical care rendered.

In addition, their high volume of claims — which often top tens of thousands per day — made it

difficult to manually check charges even with skilled and dedicated staff. AnMed Health knew the right technology could kickstart their revenue integrity initiative and help relieve administrative burdens on their team. That's when they partnered with Waystar.

"We conduct internal revenue reconciliation processes on a daily basis, but we also understand that we're never going to get it right every single time. We've really relied on Waystar's technology to help us fill in the gaps where we just can't fill them," says Samantha Evans, Director of Revenue Cycle at AnMed Health.

With Waystar on their side, AnMed Health now proactively identifies and recovers revenue to help propel their health system's mission forward.

"I like to call Waystar our safety net. It's important to have a partner to fill in the gaps that you aren't able to fill and who specializes in revenue integrity."

Samantha Evans,
Director of Revenue Cycle,
AnMed Health

ACTIONS: LIGHTING THE WAY

With Waystar guiding the way, AnMed Health began creating a successful revenue capture strategy for more full, accurate reimbursement.

The clearer way to capture revenue

AnMed Health leverages Waystar's purpose-built software and predictive analytics to pinpoint areas of opportunity to capture more revenue by catching coding mistakes, missing charges, and under-coded claims.

"We probably catch 98% of what we should, but we understand there's always going to be that 2% that is missed," explains Evans. "Having a partner like Waystar to fill in the gaps with automation is key."

The proper way to plug revenue leaks

With industry-wide challenges like cost pressures and compliance risk, AnMed Health uses automation and in-depth data to be proactive and prevent revenue leakage. These actionable

insights from Waystar's solutions give their team the ability to identify root causes and additional revenue opportunities more efficiently.

The better way to work together

AnMed Health created a centralized team to be responsible for their revenue integrity initiatives, which has taken ownership to educate and empower other departments to be aware of their own roles in the process.

"Nobody understands their charges and their procedures and clinical documentation like clinical leaders. Forming relationships with all our revenue-generating areas, training them on what to look for on a daily basis, and helping them understand the impact they have on our revenue department has been a big success," Evans shares.

"Waystar is always one step ahead — and we don't take that for granted. We appreciate a partner that is proactive, sees things before we do, and brings things to the table for better collaboration."

Samantha Evans,
Director of Revenue Cycle,
AnMed Health

RESULTS: REACHING THE SUMMIT

Since partnering with Waystar and focusing on revenue integrity, AnMed Health has seen powerful results across their organization. Their revenue cycle team now utilizes AI surface revenue opportunities, spot trends in charges, and correct ongoing issues of missing or under-coded claims.

So far using Charge Integrity, the health system has identified a total of \$931K rebilled and estimated additional revenue collected* that might otherwise have been missed. In addition, AnMed Health has seen a 4 to 1 ROI for Waystar DRG Anomaly Detection. In total, their department has collected \$1.68M in additional payments, averaging \$55.6K in collections per month.

“Today, when expenses are continuing to rise and reimbursement isn’t rising at all, it is really important to find partners that help you directly add to

the bottom line. That’s what Waystar does for us,” says Evans.

Having Waystar as a true partner has helped AnMed Health stay ahead when it comes to revenue integrity. From kickstarting their revenue integrity initiative to fine-tuning the process, AnMed Health and Waystar have formed a strong partnership for continued success.

“Waystar is always one step ahead — and we don’t take that for granted,” shares Evans. “We appreciate a partner that is proactive, sees things before we do, and brings things to the table for better collaboration.”

\$1.68M

total additional payments collected

\$55.6K

average additional payments collected per month

4:1

ROI for DRG Anomaly Detection

\$931K

total rebilled and estimated additional revenue collected*

*Based on the payer contracts provided by the client and built into Waystar’s contract management engine.

EXPLORE OUR COMPLETE PLATFORM



Discover the way forward
waystar.com