

SUCCESS STORY

Apria Healthcare's way forward

A home healthcare equipment provider's journey to increase collections + reduce bad debt

ABOUT

- + Based in Indianapolis, IN
- + 6,500 team members serving 2,000,000 patients annually across 270+ locations
- + Leading provider of home medical equipment and clinical support for sleep care, respiratory care, wound therapy, diabetes, and more

FEATURED WAYSTAR SOLUTION

- + Agency Manager

RESULTS

\$6.5M

annual collection improvement

75%

less time managing collection agencies

\$327K

annual value for primary bad debt collection rate*

\$101K

annual value for secondary bad debt collection rate*

*180-day, Early Out (EO) collections



CHALLENGES: STARTING THE TREK

With a focus on high clinical standards and compassionate patient care, Apria Healthcare is committed to exceeding expectations in providing home healthcare services. With millions of patients relying on their care, the organization sought to set the same world-class standard when it came to their revenue cycle.

As industry-wide patient financial responsibility began to rise, Apria Healthcare saw bad debt growing as some patients struggled to pay their medical bills. In turn, this put their organization's financial health at risk, including their ability to care for patients.

Like many organizations, Apria Healthcare worked with third-party collection agencies to follow up on the necessary accounts. Instead of removing work from their collection process, the vendors only added another layer of complexity.

With a lack of visibility across the revenue cycle, their team found measuring and comparing collection agency performance to be time-consuming. In addition, auditing to prevent lost revenue felt like a job in itself without the proper technology framework.

Apria Healthcare knew there was a better way forward to manage agency performance, boost revenue cycle visibility, and ensure rightful returns. That's when they partnered with Waystar.

With Waystar's Agency Manager solution, Apria Healthcare drastically improved their collection agency management and bad debt recovery process across their locations nationwide.

“With Waystar’s in-depth reporting, we can find discrepancies between agencies, and ask them why something is not happening. This helps us to guide their performance.”

David Renouf,
Director of Billing Operations
for Patient Pay Revenue Cycle,
Apria Healthcare

ACTIONS: LIGHTING THE WAY

With Waystar's Agency Manager solution, Apria Healthcare began to completely transform their processes for tracking vendor performance and payments.

The smarter way to save time

Right away, Apria Healthcare's leadership noticed a huge uptick in time savings using Waystar's smart technology.

"In a similar role at another company, I spent 15% to 20% of my time managing one collection agency," reports David Renouf, Director of Billing Operations for Patient Pay Revenue Cycle at Apria Healthcare. "Now with Waystar's Agency Manager, I just spend 3% to 5% of my time managing multiple collection agencies."

The clearer way to keep up

Waystar's Agency Manager solution provides the tools and comprehensive reporting Apria Healthcare needs to

track vendor operations, easily and accurately. Features like scorecards show agency activity and performance at a glance, taking the guesswork out of the process.

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The proper way to partner

Waystar and Apria Healthcare have formed a collaborative partnership that is focused on helping the organization reach peak performance — and keep climbing.

"If we need anything, or have a question, our account executive is right on it. His communication and responsiveness are fantastic. I also find Waystar is very receptive to new ideas, feedback, and new ways of doing things," shares Renouf.

"Agency Manager helps keep everything related to collection agency performance in line. Nothing is lost. I can see what's happening. It's like having an alarm, so I can take action in real-time. Without it, I would not see issues until they became much bigger."

David Renouf,
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RESULTS: REACHING THE SUMMIT

With Waystar by their side, Apria Healthcare has redesigned their agency collection model to yield powerful results.

Leveraging Waystar’s Agency Manager solution, their team has improved annual collections by an impressive \$6.5M. In addition, Apria Healthcare has reduced bad debt while increasing returns. Under their new process, patients are paying \$327K in primary debt and \$101K in secondary debt in the 180-day Early Out (EO) period.

In addition, Apria Healthcare gained significantly more visibility into collection agency performance. Now, they can easily monitor agencies and pinpoint areas of improvement with better analytics and insights from Waystar.

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Being able to dive into analytics and reporting on-demand has saved Apria Healthcare significant time and energy. According to Renouf’s estimations, leadership spends up to 75% less time managing multiple vendors based on previous experiences at another organization.

Utilizing Waystar’s Agency Manager solution, Apria Healthcare has increased collections and reduced bad debt. Even more so, they have formed a strong partnership focused on setting the organization up for financial success — now and in the future.

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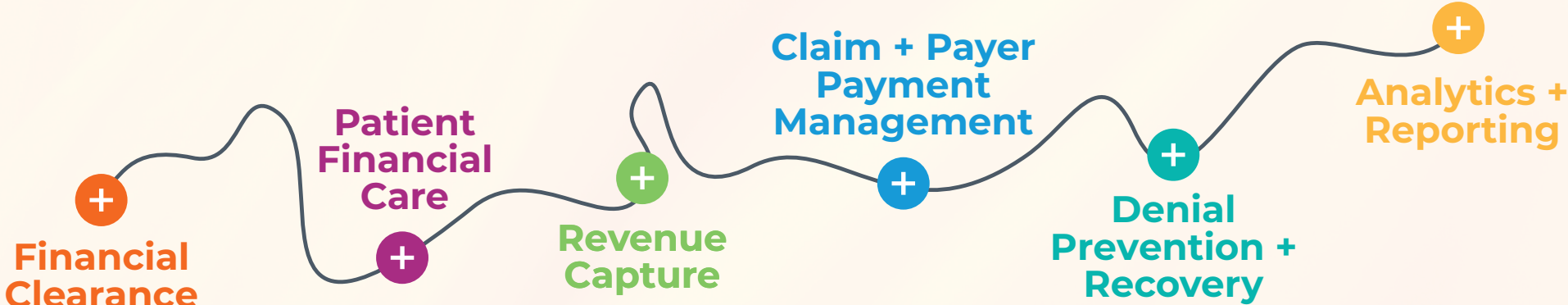
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EXPLORE OUR COMPLETE PLATFORM



Discover the way forward
waystar.com