

SUCCESS STORY

Aultman's way forward

A health system's journey to improve AR performance + accelerate revenue

ABOUT

- + Non-profit health system located in Ohio
- + 240+ physicians who cover 23 specialties
- + 44 practices that span six counties

FEATURED WAYSTAR SOLUTIONS

- + Advanced Propensity to Pay
- + Charge Integrity
- + DRG Anomaly Detection



RESULTS

\$5.9M

rebilled in
missing charges

\$3.3M

cost reduction
using AR automation

25K

AR transactions
automated per month

34%

coverage found for patients
presenting as self-pay

CHALLENGES: STARTING THE TREK

As a non-profit health system serving six counties in Ohio, Aultman is dedicated to bettering the health and well-being of their patients and communities. However, poor visibility across systems created AR backlogs and hurdles in getting paid fully and on time.

The complexity of disparate systems and siloed data led to inefficiencies when it came to AR management and tracking staff performance. To truly understand today — and build toward a greater tomorrow — Aultman sought enterprise-wide visibility to drive their decision-making.

After an intensive selection process, Aultman partnered with Waystar to take their revenue cycle to the next level. “We chose Waystar because of their ability to intuitively prioritize workflows and deliver a system

that was flexibly designed to fit our needs,” says Melissa Rigdon, Executive Director of Revenue Cycle at Aultman.

“Out of the 20+ implementations completed throughout the hospital, Waystar’s was the best,” continues Rigdon. “Timelines were kept exactly as promised. Waystar worked around constraints and accommodated interface needs to support our Cerner patient access and HealthQuest patient accounting systems.”

“Waystar continues to be one of our top vendors for service and support,” shares Courtney Welch, Assistant Manager of Revenue Cycle at Aultman.

After a seamless implementation process with Waystar, Aultman redesigned their revenue cycle to reach peak financial performance.

“We chose Waystar because of their ability to intuitively prioritize workflows and deliver a system that was flexibly designed to fit our needs.”

**Melissa Rigdon,
Executive Director of Revenue Cycle,
Aultman**

ACTIONS: LIGHTING THE WAY

Leveraging Waystar's technology, Aultman began transforming their RCM processes to increase revenue and maximize efficiency.

The clearer way to keep up

"We jumpstarted the redesign of our department and workflows on the denial and AR side with Waystar technology and advisory services," says Welch. The streamlined setup helped Aultman realize greater revenue with more clarity.

"I love the reporting — it's helping managers drive cash flow," shares Welch. "We review reports with our staff during our one-on-one meetings and utilize the aging reports to start each day and keep AR on track."

The smarter way to identify coverage

Aultman has uncovered hidden sources of revenue from patients presenting as self-pay who actually have insurance coverage. With Waystar Coverage Detection, the health system can capture billable insurance that might have otherwise been overlooked to improve financial performance.

The better way to boost revenue

To let less revenue slip through the cracks, Aultman utilizes Waystar's technology to identify claims with missing or undercoded charges.

"Our staff had to look through 100 charges to find 60 that were really missing with our prior charge capture vendor's rules-based system," says Rigdon. "Now 95% of our charges flow through the system without issue. When there's a documentation problem or a break, Waystar's Charge Integrity technology helps these issues rise to the top for quicker staff resolution."

"It's been a tremendous improvement to prioritize our government and commercial payer team's workflows and hold them accountable."

**Courtney Welch,
Assistant Manager of Revenue Cycle,
Aultman**

RESULTS: REACHING THE SUMMIT

With Waystar, Aultman has completely rebuilt their revenue cycle for powerful results.

The health system now automates 25K AR transactions per month, reducing costs by \$3.3M and reallocating a total of 4 FTEs.

To further cement their financial health, Aultman has invested in technology to uncover hidden insurance, fast and efficiently. The health system averages a 34% hit rate for self-pay patients using Waystar Coverage Detection, adding more than \$414K in revenue.

Leveraging Waystar’s Charge Integrity solution has opened another key area of revenue improvement and staff efficiency, rebilling \$5.9M in missing charges. “Waystar auditor validation of missing charges relative to the patient record takes work off our

plate,” reports Rigdon. “It’s a good thing that we have Waystar,” says Welch. “While our AR was clean before, with the implementation of a new Cerner patient access system and our rapid growth in patient volume, we rely on Waystar to make sure nothing is lost.”

“Their technology and services help keep us on track and stay productive. Waystar helps us see trends and keep up with changes,” continues Welch.

Beyond the incredible performance, Aultman has found a better experience and trusted partner.

“One of the biggest positives is that Waystar is open to ideas and willing to make changes. Customer service is very responsive, beyond that of most other vendors,” shares Rigdon. “Waystar is an excellent revenue cycle partner. I definitely recommend Waystar.”

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rebilled in missing charges

34%

coverage found for patients presenting as self-pay

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cost reduction using AR automation

4

FTEs reallocated

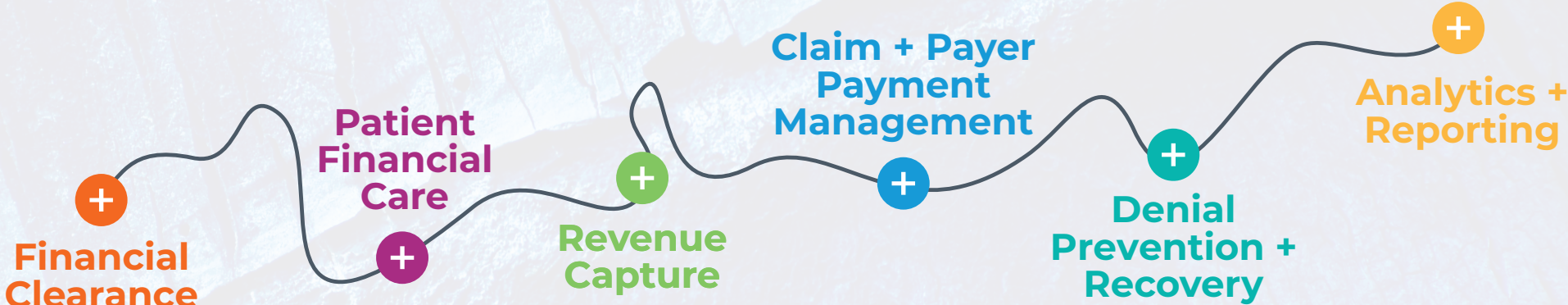
25K

AR transactions automated per month

\$414K

increase in revenue using Coverage Detection

EXPLORE OUR COMPLETE PLATFORM



Discover the way forward
waystar.com