Medicount's way forward

A billing service provider's journey to increase efficiency + improve revenue cycle visibility

ABOUT

+ Founded in 1993 and based in Cincinnati, Ohio
+ Provides EMS billing services in Ohio, Kentucky, Indiana, Michigan, and West Virginia
+ Serves 294+ municipalities in the Midwest region

FEATURED WAYSTAR SOLUTIONS

+ Claim Attachments
+ Claim Manager
+ Coverage Detection
+ Denial + Appeal Management
+ Eligibility Verification

+ EOB Conversion
+ Patient Statements + Lockbox
+ Payer Lockbox
+ Remit Manager

RESULTS

98.75%
clean claim rate

98.34%
perfect pass claim rate

12.66
average days to pay

20.86
average total billed AR days

WAYSTAR + **Medicount**

CHALLENGES: STARTING THE TREK

Founded more than 30 years ago, Medicount provides ambulance and EMS billing services to five states across the Midwest. Their team is dedicated to helping clients maximize their revenue potential and stay in compliance. To continue paving their path forward, Medicount sought to increase efficiency, step up their technology capabilities, and simplify their own revenue cycle processes.

With their previous vendor, antiquated technology held Medicount back from reaching their full potential. Their former clearinghouse wasn't innovating, which had a negative impact on productivity. In addition, due to lack of visibility across the revenue cycle, their team was often left in the dark when it came to metrics.

"I couldn't tell you what our numbers were before because our previous vendor couldn't even tell us," explains Sue Siebenthaler, Assistant Director of Operations at Medicount, about their need for actionable insights.

That's when Medicount decided to make the switch to Waystar. Their team wanted a true RCM partner that could match their drive for excellence and provide dedicated support to help their business grow.

"With our previous vendor, we felt like a tiny fish in a big pond. We don't feel that way with Waystar," shares Kathy Dudley, Director of Operations at Medicount.

Together, Waystar and Medicount have formed a strong, collaborative partnership that has transformed their revenue cycle.

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**Kathy Dudley,
Director of Operations,
Medicount**

ACTIONS: LIGHTING THE WAY

With Waystar guiding the way, Medicount began revamping key revenue cycle processes for powerful results.

The smarter way to get started
Throughout the implementation experience, Waystar and Medicount worked hand-in-hand to keep progress on track and make sure that their staff was prepared from the start.

"Our implementation experience was great," says Siebenthaler. "The Waystar team was very educated on the solutions. They were able to get answers very quickly and I could tell they really knew the products."

The proper way to partner
Even after transitioning from implementation, Medicount receives responsive answers and has regular meetings to connect with their Waystar team. This gives their leadership time to review progress on goals, ask questions, and work through any issues.

"Our monthly meeting with Waystar keeps us on track and allows us to look at what we're doing on a deeper level, including if there are new features available for our team," shares Dudley.

The better way to stay efficient
Since moving to Waystar's updated technology, Medicount has minimized manual effort, streamlined their workflows, and sped up everyday tasks like eligibility verification.

"Before, we used a complex spreadsheet to verify eligibility — and just getting through that was a job in itself," shares Siebenthaler. "Now, using Waystar Eligibility Verification before a claim goes out is much more efficient and helps improve our clean claim rate and lower rejections."

"After leaving implementation, we never went into a black hole. Waystar is very responsive and there is no lag in answers. It really feels like we're on the same team."

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WAYSTAR + **Medicount**

RESULTS: REACHING THE SUMMIT

Since partnering with Waystar, Medicount has seen significant revenue cycle improvements, including a noticeable uptick in productivity when it comes to claim management.

"One of the biggest positives is there is no issue with Waystar losing claims. When we create a file, it is picked up daily and is really solid," explains Siebenthaler. "We spend less time working claims because we're not looking for anything Waystar misses."

The efficient process has helped Medicount hold an impressive 98.75% clean claim rate and 98.34% perfect pass claim rate. Their average days to pay sits at 12.66 days, which is less than a two-week turnaround time. From payer receipt to getting paid, Medicount's average total billed AR days is 20.86 days.

In addition, Waystar's cutting-edge technology and improved visibility has allowed Medicount to see trends and track performance more easily.

"We now have the data we need to reduce rejected claims and denials," says Siebenthaler. "The ease of use in that area is a huge boost in efficiency. Even how the workgroups are worded make it easier to understand."

From the beginning, Waystar has set Medicount up for success — and the pair have formed a true partnership too.

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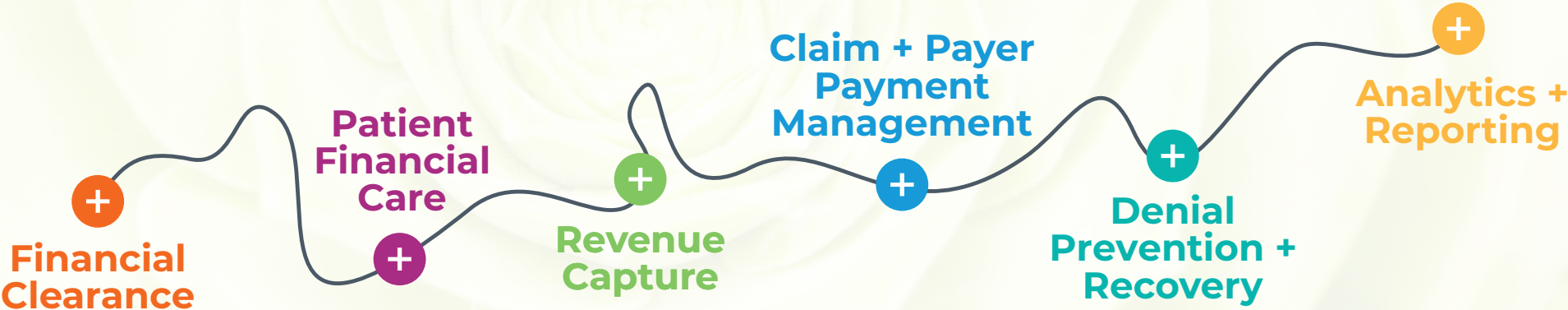
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WAYSTAR + Medicount

EXPLORE OUR COMPLETE PLATFORM

Financial Clearance

Patient Financial Care

Revenue Capture

Claim + Payer Payment Management

Denial Prevention + Recovery

Analytics + Reporting

WAYSTAR + Medicount

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