

SUCCESS STORY

Preferred Home Health Care & Nursing Services' way forward

A home healthcare organization's journey to streamline claim management + maximize efficiency

ABOUT

- + Home healthcare services provider operating in New Jersey, Delaware, and Pennsylvania
- + 12 locations with healthcare services available 24/7
- + Professional staff consists of registered nurses, licensed practical nurses, certified home health aides, certified nursing assistants, respiratory therapists, and physical therapists

FEATURED WAYSTAR SOLUTIONS

- + Claim Manager
- + Claim Monitoring
- + Denial + Appeal Management
- + Eligibility Verification
- + Remit Manager

RESULTS

99.4%

clean
claim rate

18

staff hours
saved per week

\$4.1M

value of rebilled claims
improperly denied by payers

0.3%

of claims
processed using paper

CHALLENGES: STARTING THE TREK

For more than 35 years, Preferred Home Health Care & Nursing Services has provided compassionate and dependable medical and non-medical home care. Their mission is to help patients preserve their independence and remain in the comfort of their own homes while receiving necessary care. To continue this goal, the home healthcare services provider sought to simplify claim management and improve their overall experience.

Preferred Home Health Care & Nursing Services works with multiple providers for claim processing across their locations and their home healthcare service professionals. Previously, the volume of claims and providers, coupled with a less-than-efficient payer enrollment process, created an ineffective system. Additionally, a high volume of claims were being sent out via paper, leading to AR delays and valuable staff time wasted.

With friction across their entire revenue cycle stemming from clearinghouse issues with a previous vendor, Preferred Home Health Care & Nursing Services saw delays in payments, which could put their financial health at risk.

The organization decided it was time to make a change, and find a revenue cycle partner that could help improve their system. Their team sought out a new clearinghouse that could offer better service, more electronic payer connections, and a faster enrollment process. That's when they partnered with Waystar.

With Waystar by their side, Preferred Home Health Care & Nursing Services has streamlined claim management and reduced denials to bring in fuller, faster payments.

“The payer enrollment process moves swiftly. Waystar is quick and efficient. We just wish we could get all payers to work like Waystar.”

Tonya Lukas-Hallman,
Billing Manager,
Preferred Home Health Care & Nursing Services

ACTIONS: LIGHTING THE WAY

Partnering with Waystar, Preferred Home Health Care & Nursing Services began making improvements to streamline their revenue cycle.

The smoother way to work claims

With Waystar technology, claim submission was streamlined in multiple ways. Reducing the volume of paper claims drastically sped up returns. With more visibility and functionality on their side, their team can now get clean claims out the door the first time.

“Today, we have a 99.4% clean claim rate and billing staff enjoy working with Waystar because of its efficiency,” shares Lukas-Hallman.

The clearer way to keep up

Preferred Home Health Care & Nursing Services established operational efficiency and empowered their team with Waystar’s smart software and tools. “Waystar removed manually tedious work to make the revenue cycle more efficient,” says Lukas-Hallman.

With in-depth reporting, the team sees where claims are in the approval process and can identify issues trending company-wide or at any individual branch.

The proper way to partner

Going beyond implementation, Preferred Home Health Care & Nursing Services appreciates that Waystar always keeps things running as efficiently and effectively as possible. This ensures the organization can get support when it matters most and be successful.

“Waystar support is awesome,” shares Lukas-Hallman. “We get an immediate response to our support inquiries and if there is a payer connection issue, Waystar does the legwork to fix it with the payer.”

“We get claims out cleaner and faster with Waystar.”

Tonya Lukas-Hallman,
Billing Manager,
Preferred Home Health Care & Nursing Services

RESULTS: REACHING THE SUMMIT

Preferred Home Health Care & Nursing Services simplified claim management and boosted staff efficiency — now getting paid fuller and faster than ever before.

Expedited payer payment processing has helped the organization achieve a 99.4% clean claim rate. This, coupled with other efficiencies, saves 18 staff hours per week. They were also able to receive \$4.1M in rebilled claims that were inappropriately denied by payers.

“We can identify payer-specific trends, gather all the information, and address issues faster to positively reduce AR days with Claim Monitoring,” says Lukas-Hallman.

In addition, Lukas-Hallman says, “The transition, user management, and remit matching have been seamless with Waystar.”

Now, it’s easier to mitigate denials and take necessary action when it comes to payers. “As an example, we had one payer that had a glitch in their system which was creating bogus denials,” shares Lukas-Hallman, “Waystar enabled us to efficiently pull together information to quickly make our case and the payer discovered it was a global issue impacting more than just our claims.”

With Waystar’s smart software and ongoing support, Preferred Home Health Care & Nursing Services has transformed their claim management process, improved staff productivity, and optimized financial performance. Together, the pair have formed a strong partnership to continue propelling their mission forward.

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THE WAYSTAR PLATFORM

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



Discover the way forward

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