

SUCCESS STORY

Ortho Illinois' way forward

An orthopedic healthcare provider's journey to enhance eligibility + improve efficiency

ABOUT

- + Bone and joint healthcare provider in Illinois founded in 1967
- + Five clinic locations between Rockford, Algonquin, Elgin, and McHenry, IL
- + Provides clinical care, diagnostic imaging, and rehabilitation therapy

FEATURED WAYSTAR SOLUTIONS

- + Claim Manager
- + Denial + Appeal Management
- + Patient Statements

RESULTS

38%

decrease in
rejections rate

37%

increase in
staff productivity

15%

growth in
claims volume

<1%

rejections due to
eligibility issues

CHALLENGES: STARTING THE TREK

As a leading bone and joint healthcare provider in Northern Illinois, Ortho Illinois has provided exceptional care for more than five decades. To continue their mission of restoring patients to a pain-free, active life, Ortho Illinois began a journey to improve their revenue cycle workflows with modern technology.

“We were unhappy with our old system and felt there were opportunities for improvement in eligibility verification and the integration into our current practice management system — eClinicalWorks,” says Cathy Matthews, EMR Implementation Lead at Ortho Illinois.

Beforehand, their eligibility process was highly manual and unreliable. “Front desk staff would ask a patient during check-in about insurance and whether that insurance was up-to-date,” Matthews explains how the time-consuming process took up

to four hours per day. “Claims were generated based on this information, resulting in a significant number of errors due to eligibility issues.”

Cumbersome claim submission practices also added unnecessary complications. “Prior to using Waystar, we had to wait longer to learn about rejections, which slowed down the claim submission process,” shares Matthews.

To improve functionality amid growing patient volume, Ortho Illinois knew they needed to switch clearinghouses to enhance eligibility, submit claims faster, and increase efficiency across the board.

The organization conducted extensive research and even consulted with eClinicalWorks to identify the right clearinghouse vendor — ultimately selecting Waystar to guide the way forward.

“Not only does Waystar seamlessly interface with eClinicalWorks, it offers opportunities to sharpen our processes for eligibility verification, claim submission, and remittance.”

**Cathy Matthews,
EMR Implementation Lead,
Ortho Illinois**

ACTIONS: LIGHTING THE WAY

Since partnering with Waystar, Ortho Illinois has transformed critical RCM processes.

The easier way to verify eligibility

“Together, Waystar and eClinicalWorks refined the way we perform eligibility verification,” shares Matthews. “We now schedule batch verification to run automatically one or two days in advance of patient visits.”

“The Waystar system flags patients in eClinicalWorks who could not be verified in the batch run so that front desk staff can query those patients when they arrive for their appointment,” reports Matthews. “For walk-ins, we’re able to click on the patient’s name in eClinicalWorks and launch Waystar’s eligibility tool, verifying insurance in real-time as the patient checks in.”

The smarter way to stay ahead

The integration between Waystar and eClinicalWorks has also been a true game-changer.

“Once the Waystar application verifies eligibility, it updates both the demographics and appointment screens in eClinicalWorks,” says Matthews. “This communicates eligibility information directly to physicians at the point of care, allowing them to see whether a particular procedure, medication or injection is approved or whether precertification is necessary.”

The clearer way to submit claims

“Claim submission is very straightforward now,” reports Matthews. “Basically, we don’t touch a claim after we create it, unless it rejects. Claims go to Waystar automatically and we don’t have to think about it. Before, a staff member had to manually batch all the claims, which took about 20 to 30 minutes per day.”

“Because of Waystar, eligibility is just not a factor in rejections anymore. I would say less than 1% of our rejects are due to eligibility issues.”

Cathy Matthews,
EMR Implementation Lead,
Ortho Illinois

RESULTS: REACHING THE SUMMIT

Working with Waystar, Ortho Illinois has paved the path to better productivity, easier eligibility verification, and streamlined claim submission.

Ortho Illinois’ new approach to eligibility verification has enhanced accuracy and process efficiency. “Now checking insurance takes almost no time at all,” says Matthews. Since converting to Waystar, their rejection rate has decreased by 38% with an estimated less than 1% of rejections caused by eligibility issues — all while increasing their claims volume by 15%.

Through these efficiencies, Ortho Illinois saw a 37% uptick in staff productivity. “Our front desk department no longer has to spend time responding to eligibility-related reactions, allowing staff members to dedicate more time to registration and other activities,” says Matthews.

Ortho Illinois has also developed a streamlined claim submission process for their 11K+ claims each month.

Now, claims are batched automatically for approval in eClinicalWorks and sent to Waystar. Essentially, Ortho Illinois doesn’t have to touch a claim after it’s created unless it’s rejected.

Through Waystar, 90% of the organization’s claims receive electronic remittance advice (ERA) through auto-posts to eClinicalWorks. “With one click, we can download ERA information, which eliminated a number of our process steps related to remittance,” says Matthews.

Through it all, Ortho Illinois plans to continue growing their capabilities and business — and sees Waystar as their constant partner.

“Waystar’s automated processes, integrated technology, and easy-to-navigate solutions will keep our staff working efficiently to consistently drive down rejections and speed cash flow.”

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increase in staff productivity

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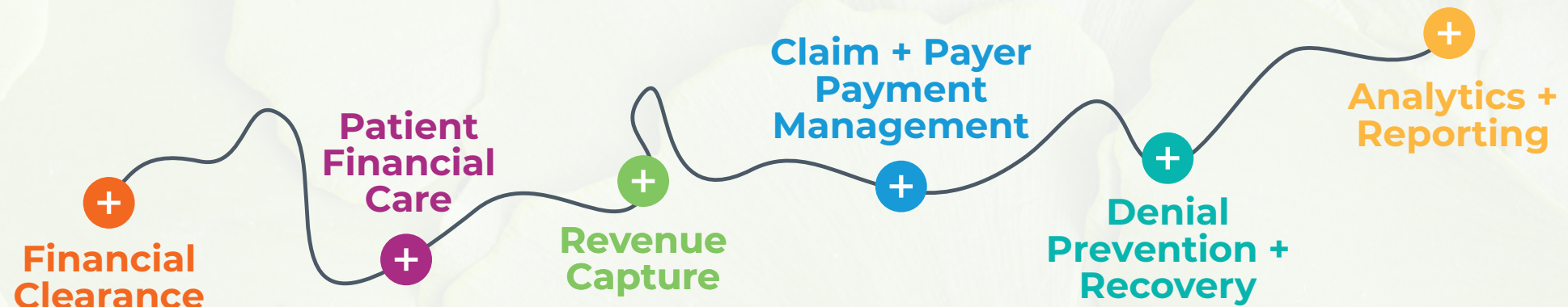
growth in claims volume

<1%

rejections due to eligibility issues

THE WAYSTAR PLATFORM

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



WAYSTAR



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