CASE STUDY: Alabama Orthopaedic Clinic

Moving the Needle on Performance Metrics: How Alabama Orthopaedic Clinic Increased Collections, Decreased Denials and Reduced Days in AR

Challenge

Alabama Orthopaedic Clinic was using two clearinghouses when it realized it needed to transition to a single, web-based solution to improve efficiency, cash flow and revenue.

Solutions

Navicure was able to help Alabama Orthopaedic Clinic streamline operations to ensure optimal business processes, especially since Navicure seamlessly integrated with their EHR solution.

Results

Since implementing Navicure, Alabama Orthopaedic Clinic has been able to reduce denials, decrease days in AR and increase month-to-month collections.

The Choice

Recently, Alabama Orthopaedic Clinic decided to consolidate clearinghouses. The 20-physician practice located in Mobile, Ala., was using two different systems, but felt that a single system would offer more efficiency. The practice began researching its options and gradually narrowed the field to Navicure, now known as Waystar.

> "Navicure was the clear choice," says CEO Dean Brown. "Their products are easy to navigate and cost effective, and their 3-Ring™ Policy is exemplary. In addition, Navicure has a strong partnership with our electronic health record solution partner. We believed that the seamless integration between the two pros would help us improve the efficiency of our business processes and enhance revenue."

It's a belief that's proven to be well-founded.

Navicure Solution

Making the Move

Although confident about its clearinghouse selection, the clinic still had a few initial reservations about the change. "There's always anxiety when you're switching clearinghouses," says Brown. "It's a big transition, and the potential for problems is very real. With Navicure, the switch went extremely smoothly. All of our payers were enrolled properly, and there was no disruption in cash flow or accounts receivable. Our collections actually went up the month following the transition."

The implementation results were especially welcome in light of the fact that the practice switched to Navicure about the same time as the 5010 conversion.

"Unlike some of my colleagues in other practices that use different clearinghouses, we did not have any issues with the 5010 transition," Brown states. "The entire process was very smooth. When we did have any questions, the client service department was able to address them immediately."

Key Features and Benefits

Once up and running, Alabama Orthopaedic Clinic was further impressed by the system's many features and benefits–including Navicure's strong partnership with their EHR solution provider.

> "The interface between the two platforms is seamless," Brown observes. "For example, the auto-sync feature allows our business office staff to correct a claim in their EHR solution, and it automatically corrects in Navicure. We don't have to worry about going back to sync the corrections because everything is auto-corrected."

The practice also values the eligibility feature supported by Navicure and their EHR solution, "By the time our patients check in, we know whether their insurance is current, and what their co-pays and deductibles are," says Brown. "As a result, our over-the-counter collections have increased dramatically since implementing Navicure."

"We have also found the dashboard to be quite beneficial, particularly in its flexibility," adds Brown. "The dashboard is more than just a report; it allows us to dig down into our organization's performance. For example, our employees can sort rejections to look at the data from a variety of perspectives. Navicure is clear about the reasons behind rejections, which helps us easily see what we need to fix to get a claim moving again and prevent future rejections."

Results

Exemplary Client Service

In addition to Navicure's many beneficial features, Brown finds the company's client service noteworthy.

"Navicure's 3-Ring™ Policy—where every client service call is answered within three rings—is more than just a great marketing technique. It actually works," says Brown. "In fact when we call, Navicure typically answers on the first ring—maybe they should call it the 'One-Ring Policy!'"

Brown also values the speed with which Navicure works to resolve any issues. "We recently submitted a trouble ticket to the client service department, and they were able to completely address the problem within 10 minutes."

Impact

Bottom Line

Alabama Orthopaedic has seen significant results from the move to Navicure. Metrics such as denial rate, accounts receivable aging and collections all have improved.

"Since switching to Navicure, we have increased our month-to-month collections rate by approximately 10%, and our denial rate has declined by 20%," says Brown. "In addition, our days in AR dropped by 7% after implementing Navicure."

Navicure has also streamlined workflow and tightened efficiency. Since switching to Navicure, the practice has redeployed many of its staff members to more revenue generating tasks.

"The time we spend responding to claim rejections has dropped by 40%, freeing staff to focus on other areas of the business office that need attention," says Brown.

Overall, Alabama Orthopaedic Clinic is very satisfied with its decision to switch to Navicure.

"Navicure is far superior to any product that we used previously," says Brown. "It's greatly enhanced our workflow—and as a result all our revenue cycle benchmarks have improved. When we do run into problems, which is rare, Navicure's prompt client service ensures that we have immediate answers."

Ready to improve the efficiency of your business processes and enhance revenue? Contact Navicure, now known as Waystar: 1-877-628-4287 or visit us at www.Waystar.com.

ABOUT WAYSTAR

Waystar is the combination of Navicure and ZirMed, the two top-rated providers of revenue cycle technologies. Waystar simplifies and unifies the healthcare revenue cycle with innovative technology that allows clients to collect more with less cost and less stress, so they can focus on their goals, patients and communities.

WAYSTAR

REVENUE CYCLE TECHNOLOGY

NAVICURE + ZIRMED