



# WAYSTAR

REVENUE CYCLE TECHNOLOGY

NAVICURE + ZIRMED

## CASE STUDY: DOCTORS MAY GRANT ASSOCIATES

### Lancaster General Affiliated Multi-Site Practice Advances Interoperability Goals with Waystar

#### Challenge

Non-centralized claims management processes with limited functionality hindered productivity and prevented the practice from achieving its interoperability goals.

#### Solutions

With a complete suite of automated physician-centric revenue cycle management solutions from Waystar, Doctors May Grant's accounts receivables processes are now fully automated — and integrated—for optimal financial performance.

#### Results

Since implementing Waystar's solutions, productivity is up and rejections are down, resulting in improved cash flow and a healthier bottom line.

#### The Choice

*Needed a solution to make submitting and managing claims easier AND allow interoperability*

Despite the strides Lancaster, Pennsylvania-based Doctors May Grant Associates made with its practice management and electronic health records (EHR) systems, the 33-provider practice still needed a solution to make submitting and managing claims easier. Every day, staff had to print stacks of reports to determine what claims were rejected and then work those claims manually, rather than work all claims electronically through the help of an online clearinghouse solution.

"Without robust online functionality, we had to do everything the old-fashioned way," says Mona Engle, CEO and practice administrator of Doctors May Grant. "Even though we had electronic processes, we needed a consistent, central tool that would help us. It was very challenging."

Part of the Susquehanna Valley Women's Health Care Group, Doctors May Grant serves nearly 25,000 individuals each year, generating between 350 to 500 claims daily. A big proponent of physician-centric technology, the practice sought an automated solution that would not only eliminate time-consuming manual processes but also allow it to take full advantage of interoperability between its in-house IT systems and those at Lancaster General Hospital.

"As an OB/GYN practice, it is important for us to know if our patients are in the hospital, especially from a billing perspective. This need is what drove us to pursue interoperability," explains Engle. "Our goal was to have one system where staff members could easily access and manage the latest, most up-to-date patient information, whether they were being treated at one of our six locations or at the hospital."

#### Navicure Solution

*Finding the Right Partner*

In January 2010, Doctors May Grant began searching for a new clearinghouse. One of the selection committee's key criteria was finding a solution that would work seamlessly with its existing EHR system from Greenway Medical Technologies.

Although the practice is affiliated with Lancaster General Hospital, Doctors May Grant made a conscious decision not to evaluate the hospital's clearinghouse solution because it was built to handle the hospital's revenue cycle needs. Doctors May Grant was adamant about providing its office staff with physician-centric tools to help them survive in a difficult reimbursement environment.

*"When we talked to other practices also using Greenway to see which clearinghouse they would recommend, Navicure was always at the top of their lists. Our ROI calculations also showed us the amount of manpower we could save, but seeing all of Navicure's functionality is really what made the decision clear for us," says Engle.*

Following a smooth implementation and training process, the practice went live with Navicure's full suite of solutions in July 2010. "Navicure took care of transferring all of the information over from our old clearinghouse, which made the process really easy for us," says Gina Kresge, billing director for Doctors May Grant.

#### Results

*Reaping the Rewards*

With Navicure, now known as Waystar, Doctors May Grant is now able to keep a better handle on hospital charges. Instead of having to rely on notes scribbled on scraps of paper or napkins from the hospital cafeteria, staff can now manage the entire charge process electronically and get an up-to-date picture of what is happening to their patient base at any given time. The harmony between Navicure, the practice's EHR system and the hospital information system not only improves workflow but also enables a more hands-on approach to claims management.

"As health information exchange moves forward, we have to look to interoperability, no matter what the technology," says Engle. "Navicure supports our goals by giving us the ability to quickly and easily access our claims information in a digital format."

Every day, the practice relies on Navicare to streamline a host of revenue cycle management processes, from eligibility and claims submission to payment posting and denials management.

"It is a very useful tool for us and very easy to use," says Kresge. "We like having the online functionality and being able to access our claims at any time of day."

### ***Putting Time Back in the Day***

For Doctors May Grant, one of the biggest benefits of automation has been the amount of valuable time it saves. For example, having electronic remittance advice (ERA) stored on the Navicare site eliminates the need for office staff to manually sort through countless Explanation of Benefits (EOBs)—including those for its York, Pennsylvania-based sister practice—to find what they need. Staff can simply log onto the system and click on a patient to review payment details.

"It would take hours to handle this job manually and it would also take a toll on our cash flow and days in AR," says Engle. With all of the time it saves, Doctors May Grant can now focus more of its efforts on mission critical tasks, like ensuring complete and accurate coding practice-wide.

"One of the biggest challenges we face is verifying that all of our providers are coding correctly," says Kresge. "Without the efficiency boost we get from Navicare, we wouldn't be able to devote the time and energy that is needed to run reports, confirm coding accuracy and educate providers."

## **Impact**

### ***Expediting Payment***

Since going live with Navicare, Doctors May Grant has also been able to work claims much faster than in the past. Having the ability to manage—and, if needed, correct and resubmit claims online—not only streamlines workflow but also helps get payments in the door much faster. In fact, since implementing Navicare the practice has experienced a wealth of improvements, including:

- Reduced days in AR by 22%
- Decreased rejections by 50%
- Improved first-pass clean-claims rate by 11%
- Decreased the time it takes to receive claims payments by 48%

Aside from these benefits, Doctors May Grant is also able to improve collections from patients. By taking advantage of Navicare® Eligibility™, staff can quickly and easily verify patient insurance information and review critical details, including coverage dates and co-pay, co-insurance, and deductible amounts well in advance of a scheduled exam. As a result, the practice can reduce write-offs, capture more revenue and increase overall profitability.

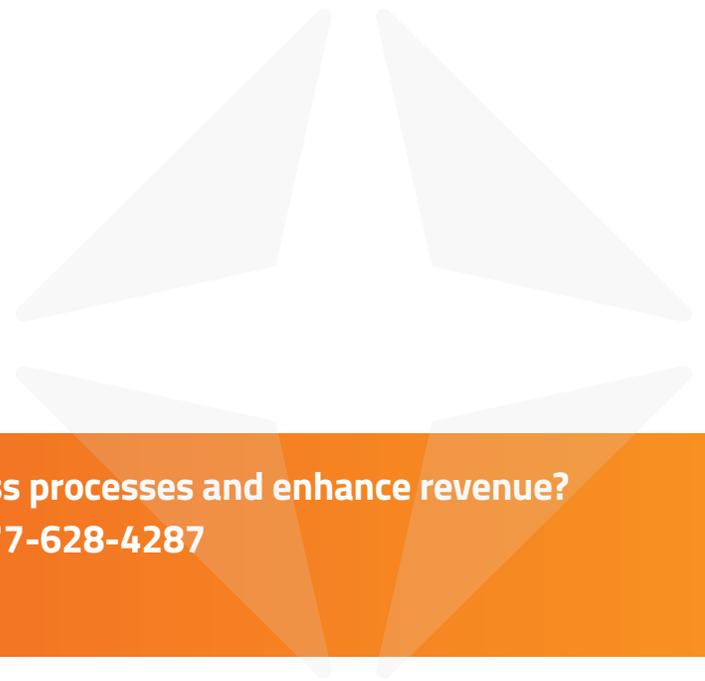
### ***Making an Impact***

Doctors May Grant attributes much of its success to the prompt and attentive support it receives from Navicare.

***"We love Navicare's 3-Ring® Policy. With our old clearinghouse, we would put in a call and not hear back from anyone for days. It is so refreshing to pick up the phone and have someone answer and address your questions right away," says Gina Kresge, billing director of Doctors May Grant.***

With the unique combination of Navicare's innovative tools, exemplary service and industry expertise, Doctors May Grant has everything it needs to enhance financial performance across the practice.

"Everyone on our team works diligently to make sure our revenue cycle is healthy. Our partnership with Navicare helps us improve workflow efficiencies and realize measurable financial results," says Engle. "We've really come a long way in just a few short years."



**Ready to improve the efficiency of your business processes and enhance revenue?  
Contact Navicare, now known as Waystar: 1-877-628-4287  
or visit us at [www.Waystar.com](http://www.Waystar.com).**

## **ABOUT WAYSTAR**

Waystar is the combination of Navicare 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.



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