



WAYSTAR

REVENUE CYCLE TECHNOLOGY

NAVICURE + ZIRMED

CASE STUDY: NORTHAMPTON AREA PEDIATRICS

Challenging the Status Quo

Challenge

Northampton Area Pediatrics used a clearinghouse for many years, but missing payer connectivity to key regional insurance carriers created inefficiencies and revenue cycle delays.

Solutions

The practice switched to Navicure®, now known as Waystar, to gain optimal functionality through increased payer connectivity and automated functionality such as ERA and claims management.

Results

Days in AR have decreased by 15%, while increased payer connectivity and completely automated ERA have reduced manual work and optimized staff productivity.

The Choice

For years Northampton Area Pediatrics used a well-known clearinghouse and lived by the motto, “if it ain’t broke, don’t fix it”—particularly since they hadn’t experienced any major issues around cash flow. The practice, which has 10 providers and two locations in Western Massachusetts, relies heavily on effective claims management since it is a critical part of revenue cycle optimization. By the fall of 2012, the team learned it may not have the most effective tools in place and saw an opportunity to make major improvements.

“We used the same clearinghouse as all of our peers,” indicates Kim Brewer, the practice administrator.

“We never considered switching because it wasn’t a squeaky wheel; our vendor got the job done, even if they weren’t exceptional. Donna Walaszek, our business manager, heard about another vendor that could give us that exceptional experience.

When she brought this up and started talking about changing vendors, we realized we had an opportunity to accelerate claims payment, improve billing workflow and increase staff efficiency through automating some processes and connecting with more of our payers.”

After thorough research, Northampton implemented Navicure, now known as Waystar, to help them improve eligibility, claims and rejection management. While those were key elements for selecting Navicure, the major driver was the ability to increase connectivity with regional insurance carriers. The team determined that any temporary inefficiencies or inconvenience from the clearinghouse switch would be outweighed by Navicure’s benefits. In particular, Navicure’s increased functionality for eligibility and ERA would enable billing staff to refocus their time and attention on other tasks. Overall, the practice stood to increase efficiency while accelerating cash flow from claims payments.

Navicure Solution

Customer Service Ensures Seamless, Successful Transition

Navicure provided a dedicated enrollment specialist and go-live specialist to ensure a smooth transition to the new solution. In addition, Northampton also benefited from Navicure’s signature 3-Ring® Policy, which guarantees that all client support calls will be answered within three rings by an experienced EDI client service representative—no phone trees or voice mail.

“We rarely have to contact client services because we haven’t had many issues, but when we do, the 3-Ring Policy ensures that we get an immediate response,” says Walaszek. “Plus, when there is an issue with a payer, Navicure advocates on our behalf to make sure it’s successfully resolved on our end.”

Walaszek also reiterates that even if an issue is with an outside entity but impacts Northampton’s claims, Navicure acts on the practice’s behalf.

“They not only see issues through to resolution, but also keep us updated every step of the way.”

Northampton’s transition to Navicure was exceptionally smooth, with no disruption to cash flow and no downtime for claims submission. “As the practice administrator, I have to pay close attention to our cash flow, and it was completely seamless. There were no blips—no days when we didn’t collect,” says Brewer.

Results

Days in AR decreased to 18

While the claims AR staff had worked hard to achieve 21 days in AR prior to Navicure, this number has since dropped to 18, which Brewer states is "truly exceptional." Walaszek suspects this decrease is due to Navicure's multiple claims submissions throughout the day, which ensures nothing sits in the claims queue for very long.

Northampton also enjoys greater payer connectivity and automated ERA posting, which has resulted in faster payments and greater staff productivity.

Impact

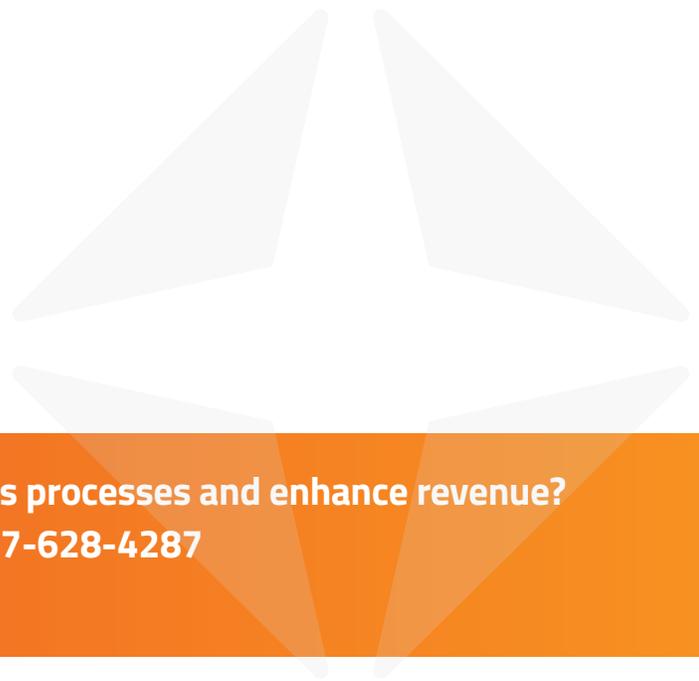
A One-Stop Shop for Greater Transparency and Actionable Information

Having actionable, accessible information has allowed Walaszek to manage staff and claims more efficiently, ultimately accelerating reimbursement while enabling staff to work on other tasks. She particularly appreciates the dashboard, which brings a new level of transparency to claims management.

"The dashboard is an excellent tool to manage front-end and insurance claims rejections. At any time, I can log in and see how many claims are pending at Navicure, how many are with the carrier awaiting response and how many are complete," says Walaszek. "It also shows the number of claims that have been rejected due to front-end errors and claims ultimately rejected by the carrier. It's an all-in-one shop where you can drill down to the claim level, and it makes my job much easier!"

Navicure's impact on workflow efficiency and claims reimbursement has changed the practice's perception of the clearinghouse's role.

Brewer also adds, "I wasn't aware how much of an impact a clearinghouse could have on cash flow and operational efficiencies. The switch to Navicure has given us opportunities to improve in so many areas. We have a new level of transparency and reporting, plus extensive training and educational resources to give us an advantage as we continue optimizing our revenue cycle and meeting changing regulatory requirements."



**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.



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