# CASE STUDY: EXCEL EYE CENTER

## Multi-Site Practice Keeps Focus on Faster Reimbursement

### Challenge

Excel Eye Center needed a claims clearinghouse that could help decrease days in AR and streamline their revenue cycle management process to positively impact cash flow, while maximizing revenue and optimizing operational results.

### Solutions

Navicure, now known as Waystar, was able to meet Excel Eye Center's needs by helping them implement a practice management system and a web-based clearinghouse that have both helped the group increase productivity and efficiency, enabling staff to collect more from payers and patients with less cost and stress.

### Results

Since implementing Navicure's end-to-end cloud-based revenue cycle technology Excel Eye Center has increased staff productivity, gets paid faster, and has more rapid and accurate claims processing.

**63%** ↓ Reduction in AR days

**65%** ↓ Reduction in AR greater than 90 days

**11%** ↑ Increase in net collections

### The Choice

*Multi-Site Practice Keeps Focus on Faster Reimbursement*

In 2007, Excel Eye Center in Provo, Utah, was experiencing rapid growth—and revenue cycle slowdowns that came with it. The practice averaged 48 days in accounts receivable (AR), with AR greater than 90 days running at 20% and a net collections average of 88%.

At the time, the practice had seven ophthalmologists and three optometrists operating in four locations across Utah County. Each location had its own in-house billing staff, and the entire organization handled approximately 200 claims per day. But Excel Eye Center's clearinghouse didn't offer the robust reporting and claims scrubbing expertise needed to handle a volume of that size.

"We were already planning to implement a new practice management system, so we simultaneously began looking for a new clearinghouse solution," says Brittney Wachter, CPC, OCS, Excel Eye Center's business manager. It was clear to Excel Eye Center that patients were steadily assuming a greater portion of payment responsibility, so both systems were needed to help manage patient pre-certification and eligibility.

Excel Eye Center first purchased its practice management system. Then the practice conducted a wide-ranging search for a clearinghouse that would effectively complement it.

Excel Eye Center's clearinghouse wish list included:

- **Real-time eligibility response** - The practice could no longer wait up to 45 days for paper EOBs.

- **Less manual entry** - It was absolutely essential to be able to download electronic EOBs.

- **Electronic submission of secondary claims** - The practice wanted to halt all paper submissions to Medicare and Medicaid.

- **Rapid turnaround** - Excel Eye Center sought alternatives to "snail mail" for faster claims resolution.

- **Dynamic claims correction** - The practice needed to be able to identify and fix claims problems in the clearinghouse prior to submission—without having to go back into the practice management system.

*"We evaluated a number of clearinghouses, but eventually narrowed the field to three vendors," recalls Wachter. "In the end, we chose a web-based solution from Navicure because it was well-suited to work hand-in-hand with our practice management technology."*

### Navicure Solution

*Navicure Support: Robust and Responsive*

Excel Eye Center decided to transition virtually overnight from its existing system to the new practice management and clearinghouse systems. One of the benefits of the rapid switch was the ability to cross-train staff members across the entire claims submission process.

However, Wachter believes the swift transition wouldn't have been possible without help from the Navicure support team. Using a combination of web training and weekly conference calls, they helped Excel Eye Center employees quickly get up to speed on clearinghouse features and functionality. The Navicure team also took part in conference calls with the practice management vendor to make sure that both systems worked in harmony.

After going live with both systems in the spring of 2008, Excel Eye Center began merging all its on-site billing offices into one centralized billing location. Soon the practice was able to get same-day responses from Navicure regarding claims submissions. Along with this good news came changes to workflow.

"We were used to waiting a month or more for responses to our claims submissions, but now we were receiving 20 on the same day," says Wachter. "As a result, we did experience an initial backlog as we tried to clear out old accounts and simultaneously process new ones. But once we got past the initial backlog, we've enjoyed the ease that comes with real-time responses ever since."

## Results

### Higher Productivity with Fewer People

Since going live with Navicure, Excel Eye Center has added two more physicians and a physician assistant, and opened a fifth clinical location and optical shop. The practice is also planning to add another provider within the next few months. Its central billing office now processes about 300 claims daily. Yet even with a dramatic rise in claims volume, Excel Eye Center is managing claims with five fewer full-time equivalent (FTE) staff members. Excel Eye Center had previously employed one FTE at each practice location for charge entry alone. Now, just one FTE enters all payments and handles denials for all locations. The practice has also shifted one FTE from folding and mailing paper claims to a more productive, revenue-generating role.

Excel Eye Center's staff productivity is getting a boost from Navicure's electronic remittance advice (ERA) capabilities, especially when it comes to processing Medicare claims. It used to take an entire eight-hour shift to manually enter one Medicare EOB batch. Now payments are posted and EOBs attached with the click of a button, and because all EOBs are filed electronically there are no more hours wasted digging through file cabinets just to locate a single document.

## Impact

### Getting Paid Faster with Fewer Errors

Excel Eye Center has been able to dramatically speed payments by taking advantage of Navicure's secondary claims submission and electronic remittance capabilities. Typically, the practice now receives and enters payments within 14 days. That has helped Excel Eye Center's average AR drop to 30 days—representing a 63% decline. After implementing Navicure, the practice's AR greater than 90 days dropped from 20% to just 7%.

Excel Eye Center is getting paid faster in part because Navicure's tools allow the practice to scrub claims clean before they're sent to the payer. They can now work a claim before it ever goes to the insurance company, which greatly reduces denials. For the billing team, this eliminates a lot of unnecessary work on the back end.

When the staff receives denials, Navicure's built-in resources make it easier to research and correct problems. As a result, Excel Eye Center has seen net collections rise by 11% to an impressive 98%.

Navicure tools have helped Excel Eye Center simplify and unify its revenue cycle technology and achieve its initial goal of faster, more accurate claims processing. As a result, they are accomplishing what every business strives to do—receive every penny it's owed faster.

**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
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