



ELEVATE YOUR EXPECTATIONS

# Reach peak performance with a true RCM partner

When it comes to optimizing your organization's financial performance, it's time to elevate your expectations. Choosing the right healthcare payments partner makes all the difference.







**#1** rank in client satisfaction

\*2023 Third-Party Provider Satisfaction Survey

# Maximize value + invest in a long-term partner

Navigating the complexities of selecting a new healthcare payments partner can feel like an uphill climb. And when stakes are high, settling for a substandard experience could end up breaking the bottom line.

But with the right partner, healthcare organizations are empowered with a better experience that yields powerful results across the complete revenue cycle. From intelligently automating eligibility, prior authorizations, claim status checks, and patient payments, to providing rich business intelligence and more, it's time to make the switch to a true partner that puts you — and your patients — first.



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**REACH PEAK PERFORMANCE WITH A TRUE RCM PARTNER**

# Discover the way forward

Bring in fuller, faster revenue with a better experience

While switching revenue cycle partners seems daunting, knowing exactly what to look for in prospective partners can illuminate the way forward so you can make a wise investment today — and for the future.

Waystar's mission-critical software simplifies healthcare payments, helping health organizations across the country optimize financial performance, maximize efficiency, and improve the patient experience. That way, patients can pay for care with confidence and providers can put the human touch where it matters most.

## HEAR FROM OUR CLIENTS

“Waystar shares our vision, understands our pain points, and provides support that is a game-changer throughout our organization.”

**Nestor Diaz**  
Director of Revenue Cycle  
Mount Sinai Doctors Faculty Practice

“The implementation team made us feel like we were their only client. That made a huge difference in our onboarding experience.”

**Jessica Weathers**  
Director of Revenue Cycle  
Proliance Surgeons



## WITH WAYSTAR AS YOUR PARTNER, YOU GET:

### Infrastructure

- + Rapid implementations
- + Certified security architecture

### Scale + efficiency

- + A smooth enrollment experience
- + Ability to operate across all payers
- + Normalized, enriched data and claim edits

### Support

- + Industry-leading, expert support

### End-to-end solutions

- + **Financial Clearance**  
Verify benefits, provide price transparency, automate authorizations + more
- + **Patient Financial Care**  
Offer self-service payment options, provide accurate estimates, share EOBs + more
- + **Revenue Capture**  
Identify missing revenue, recover underpayments, prevent revenue leakage + more
- + **Claim + Payer Payment Management**  
Streamline attachments, manage remits, automate batch submissions + more
- + **Denial Prevention + Recovery**  
Avoid, track, and appeal denials, prioritize work queues, submit paperless appeals + more
- + **Analytics + Reporting**  
View customized KPIs and dashboards, generate data-driven improvements + more



REACH PEAK PERFORMANCE WITH A TRUE RCM PARTNER

# How a health system switched to Waystar + submitted \$42.5M in claims

In the wake of a February 2024 cybersecurity breach, systems went down and cashflow came to a halt for millions of providers nationwide.

One of those organizations — a leading, Texas-based health system with more than 60 hospitals — faced disruptions with costly consequences. When revenue cycle leaders saw their \$6 billion in annual net patient revenue at risk, they knew they needed to act — fast.

They chose Waystar as their new partner in healthcare payments and achieved game-changing results in record time.

## Texas-based health system

### WITHIN 48 HOURS:

**118K+**

claim  
transactions

**\$42.5M**

value of  
claims submitted

**132**

payers covered  
(no enrollments)

## Partnering for powerful results

With Waystar's expert implementation process and white-glove client support, providers can confidently transform administrative and financial processes and increase cashflow quickly. Our end-to-end platform approach to managing healthcare payments empowers organizations of all types and sizes with powerful financial results.

**2.5M+**

continuously updated  
rules + edits

**95%**

remit reconciliations  
automated

**98.5%+**

average first-pass  
clean claim rate

**\$200B**

in payments  
remitted to clients

**95%** average remit-to-claim match rate

*Waystar data*

"Lots of vendors will get you from point A to point B. But there's a difference when you establish yourself with a partner that's willing to jump in the trenches with you to get the job done."

**Senior Vice President of Revenue Cycle, Texas-based health system**

# Elevate your expectations

## The value of a platform approach

A recent joint study by The Health Management Academy and Waystar reveals that 73% of leading health systems rely on 4+ vendors to manage different parts of the revenue cycle. This siloed approach can create inefficiencies and disconnected processes. Organizations have the opportunity to streamline RCM software to reduce costs, enhance efficiencies, and realize more revenue.

### WAYSTAR'S END-TO-END PLATFORM PROVIDES:

#### All claims + payers

- + Commercial, Medicare, and Medicaid in all 50 states
- + Government, commercial, auto, workers' comp attachments
- + Smart routing of Web + EDI connections to payers

#### Remote + secure access

- + Real-time integration with Medicare FISS
- + Regular security + compliance audits including PCI, HiTrust certification and SOC 2
- + Secure, cloud-based solution with remote and mobile access

#### Service + partnership

- + Single platform, vendor and support contact
- + Exemplary NPS score and 95%+ client satisfaction rate
- + Seconds to reach live support

**A single, smart platform to meet your connectivity, security, and service needs**



# Powerful results across the complete revenue cycle

## Seamless implementation + superior support

Waystar's expert implementation process and white-glove client support services ease the strain of switching partners. We are there to guide your every step and ensure you get the answers you need so you can transform your administrative and financial processes with confidence. Plus, Waystar seamlessly integrates with your EHR/PM system without disruption to your team's existing workflows, so you maximize efficiency for faster, fuller payments.

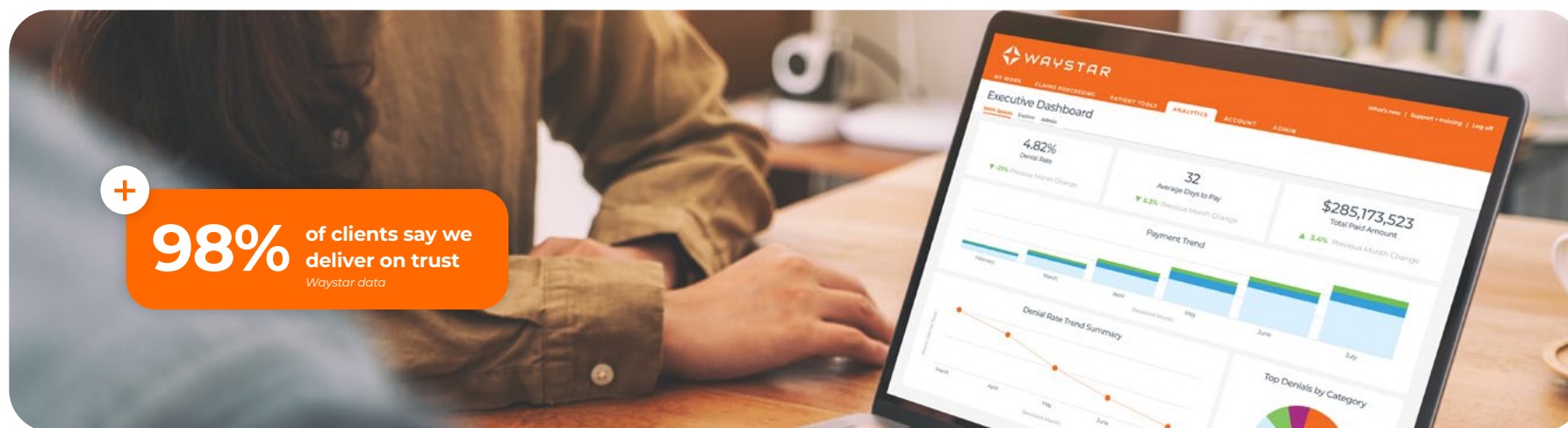
## Our commitment to security + compliance

Waystar understands the critical importance of staying compliant with industry regulations as well as protecting our clients' data and privacy. In today's ever-evolving cyber threat landscape, we are committed to proactively monitoring and safeguarding our clients' information. Waystar's robust security monitoring

framework includes 24/7 system monitoring, regular vulnerability assessments, security awareness training, Security Information + Event Management (SIEM) systems, and more.

## AI + purpose-built automation

Waystar's mission-critical, automated software solutions are designed for accuracy and efficiency so providers can prevent denials before they happen, automate claim status, streamline attachments, and more. But Waystar's solutions cover so much more than claim and denial management. With our end-to-end solutions, providers diminish the cost-to-collect by reducing redundant, low-value manual processes across the complete revenue cycle so they can optimize financial performance and deliver patient financial care.





## Discover the way forward

With our smart, end-to-end platform, you'll accelerate cashflow and get powerful results across your organization's complete revenue cycle. Our experts are ready to show you how today.