# WyndRidge Gets Claims Paid Faster With Less Effort

**prime care TECHNOLOGIES**

## Executive Summary

Trading up from a not so user-friendly claims system to primeCLAIMS, paid off for this health and rehabilitation center. WyndRidge was paid faster and spent less time submitting claims, leaving staff to focus on other critical responsibilities.

## Challenges

WyndRidge was previously using a third-party claims processing system that failed to provide training and adequate support. Worse, sending claims in a batch was just not possible.

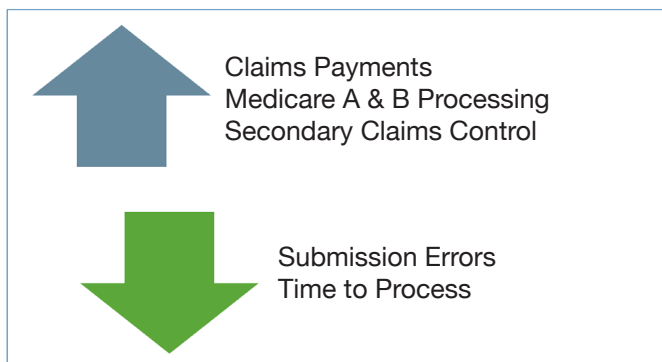Users were spending half a day submitting claims one-by-one because:

1. An error in one claim resulted in rejection of the entire batch

2. Their system could not tell them which claim in the batch was rejected

The system also failed to save their work at times. Submitting claims one at a time seemed the only way, until they learned about primeCLAIMS.

## How We Helped

WyndRidge was pleased to discover that primeCLAIMS was accompanied by both training and support – from former post-acute care billers. From the start, they found this portal was much easier to understand than expected.

**Improvements Over Previous System**

Claims Payments
Medicare A & B Processing
Secondary Claims Control

Submission Errors
Time to Process

**WyndRidge** Health & Rehabilitation Center

WyndRidge Health and Rehabilitation Center is a non-profit skilled and intermediate care nursing facility with a large, dedicated staff and comprehensive on-site services. With 157 dually-certified beds, it surpasses the Tennessee state average of 116 beds.

"Look at it and use it – life is a lot easier with primeCLAIMS."

Sheila Lewis
Billing

Additionally, WyndRidge noticed these improvements over the previous third-party system:

- Claims were paid faster by at least a week

- Medicare Part A and B claims were paid in the same month

- The primeCLAIMS scrubber caught all errors upfront

- The primeCLAIMS portal provided more control over secondary claims processing

- The DDE interface within primeCLAIMS was easily accessed and provided new insights.

- The primeCLAIMS support team—accessible by phone or email—was faster in addressing questions/issues

- Accounts receivable outcomes improved – with fewer days sales outstanding (DSO) and fewer instances of rejected claims or claims lost with payers.

## Results

With WyndRidge getting paid faster with less effort, they increased focus on these revenue-impacting tasks:

- Reviewing flagged claims for errors before submitting

- Improving secondary claims processing

- Tracking where claims stalled and following up with payers

Overall, WyndRidge became more productive and got reimbursed faster when they switched to primeCLAIMS. The facility administrator appreciated the cash flow turnaround and the quick, easy reporting. Most importantly, WyndRidge staff found the system easy to use and well-supported.

"Everything promised in the demo was achieved at WyndRidge Health and Rehabilitation, allowing us to focus time elsewhere."

## primeCLAIMS
powered by ProClaim Partners

THE most complete claims solution in long-term, post-acute care

- Eligibility Checks
- Scrubbing
- Submission
- Denial Management
- ADR Alerts
- Tracking
- DDE Access

Automate, expedite and recover your claims.

877-644-2306
sales@primecaretech.com
www.primecaretech.com