

## SUCCESS STORY

# nimble's way forward

A surgical RCM organization's journey to streamline reporting + increase payments

### ABOUT

- + National company based in St. Louis, MO
- + Supports 1,100+ surgical care organizations, including ambulatory surgery centers (ASCs), professional practices, and anesthesia providers and groups
- + Provides ASC and surgery revenue cycle solutions
- + Brings in \$10B+ in net collections

### FEATURED WAYSTAR SOLUTIONS

- + Claim Manager
- + Remit Manager

### RESULTS

**96.82%**

YTD clean  
claim rate

**81.51%**

perfect-  
pass rate

**10K+**

decrease in monthly  
rejected claims

## CHALLENGES: STARTING THE TREK

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For more than 20 years, nimble has provided specialized revenue cycle management solutions for ambulatory surgery centers (ASCs), professional practices, and anesthesia providers and groups. As a result of offering full-scale RCM services, nimble also manages various technologies and clearinghouse vendors for their clients.

However, this can pose a challenge when trying to pull data from disparate sources. Working with different vendors across their client base, the nimble team has experience with solutions that streamline workflows — and ones that make them more difficult.

Time and again, nimble has turned to Waystar, a partner since 2012, to gain clarity where they need it most. In fact, the surgical RCM organization considers

Waystar a preferred partner and encourages clients to utilize Waystar for claim management during onboarding.

“Utilizing Waystar and building out some of our processes to include and incorporate technology has really increased our efficiency and helps us accelerate cashflow for our clients,” says Kiran Nair, Vice President of Claims at nimble.

By driving more clients to Waystar, nimble can amplify its reporting capabilities, dive deeper into data, implement best practices across clients, and streamline processes. Having the ability to uniformly and consistently track activity across its client base has not only maximized client results, but also nimble’s from an enterprise level.

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**Kiran Nair,  
Vice President of Claims,  
nimble**

## ACTIONS: LIGHTING THE WAY

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As a business focused on helping its clients maximize financial performance through a well-run revenue cycle, nimble utilizes Waystar's user-friendly software to provide a better experience for all.

### **The better way to optimize performance**

With more clients using Waystar, nimble has consistent, high-quality reporting at their fingertips. The team can dive in from a company-wide level or drill down into specific accounts to monitor performance and track trends in clean claim rate, denials, rejections, payment trends, and more — gaining a more holistic picture of the revenue cycle and increasing value for their clients.

### **The easier way to manage claims**

Overall, nimble has found it simpler to manage claims with Waystar as a partner — increasing metrics like clean claim rate and decreasing rejections. With the ability

to create custom claim rules, nimble has also bypassed more upfront denials and prevented delays in payments.

“By leveraging automated claims statusing, we are able to receive real time payer updates which allows us to focus our team on exceptions, only looking at claims that need attention,” says Nair.

### **The smarter way to get support**

In addition to performance capabilities varying between vendors, nimble has also experienced a noticeable difference in client support.

“Waystar is a true partner, helping quickly answer our questions so we can better serve our clients,” shares Sheena Barry, Senior Vice President of Implementation at nimble. “I don’t ever have to worry if I need something quick.”

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## RESULTS: REACHING THE SUMMIT

With Waystar as a trusted partner, nimble has increased performance through efficiency and accelerated cash flow.

Specifically, access to purpose-built software has streamlined claim management across the board. With more clients utilizing Waystar, nimble has seen improved metrics like a high clean claim rate. Custom claim rules also mean fewer claim denials and delays. In fact, nimble has seen a 10K+ decrease in monthly rejected claims in the past 12 months.

With clearer reporting and stronger data, nimble is able to target gaps in client performance, identify trends,

and address issues quickly. "The different reporting and metrics available allow us to see where we need to put our focus and allows us to actually get in and find trends and turn things around much faster," says Barry.

Another key to nimble's success has been the constant support from Waystar. "We're two separate companies, but it really feels like we work together," shares Barry.

To continue their impressive growth and momentum, nimble constantly seeks new software to support clients and better manage its revenue cycle.

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EXPLORE THE WAYSTAR SOFTWARE PLATFORM



**Discover the way forward**

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