



Waystar + NextGen Healthcare

Coverage Detection

Find patients' unknown insurance coverage and the information you need to collect on it

Whether they just came in the door or their overdue balances have been sitting in your accounts receivable (A/R) for months, a surprising percentage of your patients with outstanding charges likely have full or partial insurance coverage your organization doesn't know about. Driven by powerful proprietary financial intelligence based on a decade and a half of medical practice data, Waystar Coverage Detection makes finding more of that coverage fast, easy, and cost-effective, all while delivering up to a 58% hit rate, 2.8x more coverage than the competition.

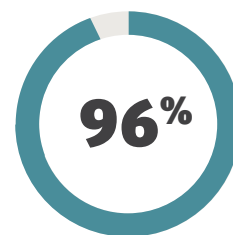
Let Coverage Detection track your payments

The key benefit of Waystar's Coverage detection is finding hidden billable coverage for patients who are presumed self-pay. Patients aren't always aware of their own coverage, and in other cases, you may not realize that a Medicaid application filed at the time of service was confirmed because the notification was sent to the patient and not to you.

Waystar Coverage Detection delivers actionable results that clearly articulate active and inactive coverage regardless of a patient's point of entry into the system, even if the patient lacks an insurance card or other information.

Like all of Waystar's solutions with NextGen Healthcare, Coverage Detection is cloud-based and requires no additional hardware upgrades. This makes implementation fast, easy, and cost-effective.

Solution Statistics:



Client support
satisfaction

30-40%

Average Coverage
Detection Hit Rate

\$6B+

Transactions
processed annually

The smartest way to detect unknown insurance coverage

Reduce collection costs by automating the search for active coverage, minimizing labor-intensive patient follow-up, and maximizing the percentage of revenue billed to payers, which typically costs 50% less than collecting from patients.

- Maximizes ACA-related revenue capture from newly insured patients
- Strengthens patient satisfaction by educating them about their coverage
- Reduces attempts to collect money incorrectly identified as patient responsibility
- Confirms 2.8x more coverage than the competition
- Routinely finds 5 to 15% billable insurance
- Boosts revenue and profit margins by increasing collections
- Reduces bad debt and inappropriate charity write-offs
- Slashes A/R days and increases cash flow by identifying active coverage, leading to earlier and more complete collections
- Maximizes workflow efficiency with batch or single patient coverage detection search submissions

Client Statistics:

\$414K

of additional revenue found
in 16 months from patients
presenting as self-pay¹

1.6

fewer days in A/R²

\$69M

additional claims
value in 2024³



Power Your Impact.

Contact us at **855-510-6398** or email **results@nextgen.com**

¹ Aultman Case Study, 2019. ² Aultman. ³ Blind case study for a large for profit health system.

FM_091625_Waystar_CoverageDetection

Copyright © 2025 NXGN Management, LLC. All Rights Reserved.
NextGen is a registered trademark of NXGN Management, LLC.
All other names and marks are the property of their respective owners.

nextgen.com

