



# Atrium Health Wake Forest Baptist

WellSky client since 2000

## Overview

### Profile

Atrium Health Wake Forest Baptist is a pre-eminent academic health system based in Winston-Salem, North Carolina and a part of Atrium Health Enterprise.

### Solutions

- CareTend®
- Full outsourcing with WellSky® Revenue Cycle Services

**Atrium Health Wake Forest Baptist** is a leading academic health system based in Winston-Salem, North Carolina. The system's two main components are **Atrium Health Wake Forest Baptist Medical Center** – which includes an 885-bed tertiary-care hospital, Brenner Children's Hospital, five community hospitals, more than 300 primary and specialty care locations, and more than 2,700 physicians – and **Wake Forest School of Medicine** – the academic core of Atrium Health Enterprise and a recognized leader in experiential medical education and groundbreaking research. Research efforts at Wake Forest School of Medicine also include **Wake Forest Innovations**, a commercialization enterprise that is focused on advancing healthcare through new medical technologies and biomedical discovery.

## WellSky journey

For the past two decades, Atrium Health Wake Forest Baptist has relied on WellSky's world-class solutions for all their clinical management needs, including full outsourcing of their infusion and pharmacy business. Starting on WellSky HomeCare 360® software in 2000 and moving to CareTend® in 2020, WellSky has streamlined their outsource billing and reimbursement potential.

"The decision to partner with the WellSky Reimbursement team boiled down to keeping and retaining competent billers. As many know, it is a special niche to bill for these types of services, so the decision to go with WellSky, although made many years ago, is one we haven't regretted," says Andy Rouse, RPh, Pharmacy Manager at Atrium Health Wake Forest Baptist.

## The key to success

WellSky CareTend® software helps specialty pharmacy and home infusion providers save time and maximize growth with real-time business intelligence tools. With CareTend, Atrium Health Wake Forest Baptist can focus on its day-to-day operations and delivering quality patient care.

"CareTend® has been amazing for us in Part B billing and drug card billing, as many insurance companies are shifting to that payment methodology. It's been awesome to use CareTend to get immediate adjudication info and to have the WellSky Reimbursement team be a part of helping to set up payers and making that transition smooth."

**- Andy Rouse, RPh**  
Pharmacy Manager  
Atrium Health Wake Forest Baptist



## Results

Since migrating to CareTend, Atrium Health Wake Forest Baptist has seen multiple improvements in business performance and efficiency. Industry average days sales outstanding (DSO) is between 65-70 days. The reimbursement best practices of WellSky Revenue Cycle Services lowered the health system's DSO to 33 days — elevating its bottom line.



Atrium Health Wake Forest Baptist **lowered** their DSO to 33 days with WellSky Revenue Cycle Services



The WellSky Revenue Services team uses a consultative approach. We are passionate about identifying any upstream processes that impact reimbursement and offering expert techniques that mitigate disruptions to the cash flow you need to succeed. Our experts are committed to responsive, two-way communication with your team, which is essential to an efficient, compliant, and accurate process. Consistent reporting allows our experts to develop, adapt, and adjust your strategy to ensure cash is always flowing to your organization.

Learn more at [WellSky.com/rcs](https://www.wellsky.com/rcs).



**Get started today!** Learn how a WellSky audit can identify areas for improvement with A/R, bad debt, and DSO.

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