



The WellSky[®] Services group

The outsourced and advisory services partner
preferred by home health and hospice providers.



WellSky[®]

With WellSky, results matter.



Industry-leading
3.3 million
records coded each year



Management of
\$4 billion
in annual agency net revenue



Collection rates
above 97%



Chart turnaround times
under 24 hours

Our teams drive consistent, top-tier results through the insights and expertise we provide to all **agencies of all sizes, on all EHRs**. Our decades of experience in post-acute care provide the knowledge and skill to help your organization achieve clinical, operational, and financial success.

Services to help you meet today's challenges

Staffing shortages, lower reimbursement, and scrutiny of quality scores and clinical performance are challenging home health and hospice leaders more than ever before – just as the demand for home-based care is skyrocketing.

Our teams of credentialed industry veterans help you create new levels of efficiency, prepare for regulatory compliance, and maximize reimbursement – empowering your team to focus on delivering exceptional patient care.



At WellSky, we are on the forefront of continuous innovation to lower costs and improve agency quality performance through end-to-end outsourced and advisory services.



Coding & OASIS Review



Revenue Cycle Management



Regulatory & Compliance



Patient Experience Excellence & CAHPS



Education, Certifications, & Resources



Coding & OASIS Review services



WellSky Coding & OASIS Review services improve quality, reduce turnaround times, and increase net revenue for home health and hospice agencies. Our expert team has worked in a variety of care settings, bringing decades of knowledge and experience across all EHRs **to provide timely, accurate, and reliable coding and documentation quality assurance.**

Services include:

- ✓ ICD-10 Coding
- ✓ Multiple levels of OASIS Reviews
- ✓ Plan of Care and Discharge Reviews

Coding turnaround time

less than 24 hours

Coding + OASIS turnaround time

less than 48 hours

Denial rate

less than .0004%

**More than half of
the largest 25 home
health agencies
depend on WellSky
Coding & OASIS
Review services.**





Revenue Cycle Management services



With 30+ years of experience, the Revenue Cycle services team at WellSky supports your agency's financial health by improving cash flow, reducing bad debt, and maximizing reimbursements.

Our billing and collections experts act as extensions of your team, providing:

- ✓ **Transparency** into claim status through real-time dashboards
- ✓ **Expertise** in the full payer mix to optimize claims management
- ✓ **Streamlined**, timely, and compliant revenue cycle operations

Average cash-to-net revenue

more than 95%

Bad debt write-offs

less than 5%

DSO ranges

30–45 days

"We trust WellSky to handle all aspects of our billing services. They are promptly responsive to any inquiry and have gone above and beyond with insurance companies to ensure that we receive payment. It feels good to not have to worry about that aspect of our business."

—**Michelle Girmus**, Administrator, Hospice & Home Healthcare of Saunders County





Regulatory & Compliance services



Partnering with WellSky for Regulatory & Compliance services helps you mitigate financial risks, improve accuracy for better quality outcomes, and prepare for future regulatory challenges.

Our team of experienced educators, expert nurse consultants, and leaders in home-based care **is ready to help your agency with a variety of services, including:**

- ✓ Coding and OASIS audits
- ✓ ADR audits and appeals
- ✓ Medicare and CoPs audits
- ✓ Due diligence audits
- ✓ QAPI reviews
- ✓ Plan of corrections
- ✓ Review Choice Demonstration support
- ✓ Hospice compliance review

Depend on our team of **regulatory and compliance experts** to reduce risk and maximize your financial opportunity.



Patient Experience Excellence & CAHPS services



WellSky services for Consumer Assessment of Healthcare Providers and Systems (CAHPS) do more than “check a box” for your agency’s compliance – they empower your leadership to identify ways to improve the patient care experience, maximize reimbursements, and drive real-time decision-making with data and expert education.

Our CAHPS services include:

- ✓ Mail and mixed-mode surveying (mail and telephone options)
- ✓ Real-time dashboards showing survey status, results, and feedback
- ✓ State and national benchmarking
- ✓ The ability to interface with most home health and hospice software vendors
- ✓ Education from expert WellSky consultants to support agency improvement

WellSky is **one of the leading CMS-approved organizations providing CAHPS services** – along with our complete software and outsourced services offerings for all aspects of an agency’s operations.



Education services



WellSky educational services provide ongoing learning, training, professional certifications, and resources for over 15,000 clinicians each year. **Our offerings have been developed by licensed clinicians, agency leaders, and industry experts.** They include:

- ✓ Hundreds of individual learning courses
- ✓ Ongoing, continuing education through the WellSky Learning Center
- ✓ Industry-leading certifications and recertifications
- ✓ Policies and procedures manuals, Quickflips, and OneSource Guides
- ✓ Live and virtual learning sessions, and additional expert consulting

Users of the WellSky Learning Center **have recognized a 20% average improvement** in OASIS testing scores. Invest in your team's professional development today.

Our team

The WellSky Services group is led by nationally renowned experts within the home health and hospice industries.

With deep knowledge in areas like OASIS, ICD-10 Coding, Revenue Cycle Management, Regulatory Compliance, Operations, and Agency Leadership our teams are deeply connected to the latest and most relevant topics facing post-acute and home-based care providers.



30+ years

partnering with home
health and hospice
providers



2,000+

client sites served
across the U.S.



500+

WellSky teammates
providing world-class
client service

“Our organization has utilized WellSky for over 20 years.

They have always been professional and thorough with their collection services. It is a great choice to make – especially if you are struggling to hire, and more importantly retain, competent reimbursement staff.”

–Andy Rouse, Pharmacy Manager,
Atrium Health Wake Forest Baptist



The WellSky Services group is your partner in transforming healthcare delivery, enabling quality performance and growth at scale.

Let's get to work, together. **Contact a WellSky expert today.**
services@wellsky.com | 1-855-wellsky | wellsky.com



Connect with an expert today

services@wellsky.com | 1-855-wellsky | wellsky.com