

OrboNation Newsletter: Healthcare Payments Edition September 2021



Interoperability Key for Enabling Growth in Healthcare

The importance of data interoperability for the healthcare industry should be no surprise by now. When a patient goes from one provider to another -- or visits a hospital for emergency care -- a patient's EHR should be readily available with the most current information so the patient receives the best care and outcomes possible.

Sadly, this is often not the case. According to Patient Engagement HIT:

"It is evident that patients, as consumers of healthcare, need access to all the information created about them to enable active participation in their care and treatment, and access is not limited to hospital records," wrote the researchers, who hailed from Australia but who outlined American habits with patient data access."

[Read the full article...](#)



More Time and More Automation Needed for No Surprises Act Compliance

As noted here previously, the No Surprises Act -- which is part of the Consolidated Appropriations Act introduced earlier this year -- presents some formidable challenges to the healthcare industry. The No Surprises Act is so named because it is designed eliminate some of the surprises that group health plan participants encounter from unexpected charges, which most people will agree is...

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Industry Outlook: Adoption Progress for Revenue Cycle Automation

A major topic within the healthcare industry is revenue cycle automation -- particularly with the effects of the COVID-19 pandemic pushing employees to remote environments.

While there are arguments to be made on what technologies are best suited, it should be relatively clear that the benefits of automation will help propel the industry...or will they? In a recent survey conducted...

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Creating Patient-First Healthcare Experiences: Contactless Payments & Patient Information Security

A recent PYMNTS.COM Deep Dive examines how virtual patient experiences and contactless payments -- boosted by the realities of the pandemic -- are changing the healthcare landscape. Two significant metrics: More than half of patients are willing to contemplate switching providers if doing so created improved payment experiences. 31% of customers claim that they pay...

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RCM Automation Key for Reducing Burnout of Providers and Administrators

Managing a pandemic was and is a challenge in any industry. Medical Economics recently examined the pressure COVID-19 put on medical practices and their administrative staff. Before COVID-19 struck, many healthcare providers were already nearing a breaking point from the stress of their jobs. Faced with a number of demands -- evolving laws, regulations and standards; healthcare reform and changing payment policies...

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Industry News: 3M Taps Waystar for Revenue Cycle Automation

Healthcare Finance reports that 3M's healthcare division is partnering with Waystar to implement AI automated revenue capture in its over 6,000 health systems and hospitals in the US.

According to the article, 3M will leverage Waystar's predictive analytics and machine learning algorithms to analyze historical data, identifying patterns to pinpoint possible...

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OrboAccess Enhancements Tackle Correspondence Letter Challenges

Over the past year, our R&D team has delivered many enhancements to our OrboAccess and Healthcare Payments Automation Center (HPAC) technology. One of the major enhancements offers the ability for users/clients to custom categorize correspondence letters -- improving the efficiency of working denials.

For the past several years, OrboAccess...

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