

Company: Waystar, Louisville, KY

Company Description: Waystar's mission-critical software is purpose-built to simplify healthcare payments so providers can prioritize patient care and optimize their financial performance. Waystar serves approximately 30,000 clients, representing over 1 million distinct providers. Waystar's platform annually processes over 6 billion healthcare payment transactions, spanning approximately 50% of U.S. patients.

Nomination Category: Product & Service Categories - Business Technology Solutions

Nomination Sub Category: Artificial Intelligence/ Machine Learning Solution - Healthcare

Nomination Title: Waystar AltitudeAI™

1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the the nominated new or new-version product or service, OR written answers to the questions for this category? (Choose one):

Written answers to the questions

2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.

3. If you are providing written answers for your submission, you must provide an answer to this first question: If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released:

On January 13, 2025, we announced the launch of Waystar AltitudeAI™.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Describe the features, functions, and benefits of the nominated product or service (up to 350 words):

Total 280 words used.

Waystar AltitudeAI™ is a comprehensive suite of AI-powered capabilities that elevate productivity and accuracy in healthcare payments. AltitudeAI™ leverages deep insights from Waystar's expansive data network, which processes more than 6 billion transactions annually and supports over one million providers, reaching approximately 50% of the U.S. patient population.

The U.S. healthcare system loses more than \$440 billion annually to administrative waste. Recent reports estimate that hospitals and health systems spend \$20 billion annually trying to overturn denied claims, with denial rates rising. AltitudeAI™ addresses this need by applying advanced AI technology to reduce manual workloads, automate workflows to streamline repetitive tasks, and use predictive analytics to optimize financial and operational performance.

AltitudeCreate is a new generative AI innovation focused on appealing denied claims. By autonomously generating appeal letters, Waystar aims to help providers recover a substantial portion of payments tied to more than 450 million annually denied claims, ultimately enabling faster and more accurate healthcare payments.

AltitudeAssist automates revenue cycle workflows with AI to streamline tasks. One notable solution is a first-of-its-kind generative AI capability launched in April 2025 that seamlessly transforms user prompts into automated denial prevention. The new capability recommends high-impact opportunities to automatically fix issues before claim submission, helping prevent denials before they occur.

AltitudePredict anticipates outcomes and forecasts trends using predictive analytics. Providers can proactively address potential denials, enhance financial planning, and navigate reimbursement processes.

With Waystar AltitudeAI™, providers harness intuitive, user-friendly tools within existing workflows to generate meaningful outcomes from a powerful data network. These innovative solutions empower care teams of all types and sizes, ultimately driving operational efficiency, yielding positive ROI, and enabling providers to get paid faster, accurately, and more efficiently.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable (up to 350 words):

Total 287 words used.

Waystar AltitudeAI™ represents a comprehensive set of AI capabilities across various points of the revenue cycle. This builds on Waystar's work to embed AI pervasively throughout Waystar's platform. As a result, over one million providers across more than 30,000 organizations have access to AI and automation that deliver proven results to simplify healthcare payments.

Clients report significant return on investment from various capabilities within AltitudeAI™. For example, AltitudeCreate is reducing manual labor associated with appealing denied claims, which represents one of the most challenging and resource-intensive pain points for providers in the modern healthcare ecosystem. Traditionally, it takes providers an average of 29 minutes to create a single appeal. With AltitudeCreate, that time drops to just 13 minutes, saving 16 minutes per claim – 70% of time – with significant ramifications considering the 450 million denied claims issued annually in the U.S. In the first 90 days post-launch, clients experienced a more than 40% increase in overturn rates. These results demonstrate a clear impact on both operational efficiency and reimbursement outcomes. Providers are now able to recover revenue faster and allocate more time to patient care.

AltitudeAssist is also designed to confront the administrative burden of denials head-on. With the new deployment of AltitudeAssist in the Claim Manager suite, providers have access to a generative AI capability that automatically changes workflows to submit claims based on user-written prompts as well as automated recommendations. With so many claims denied and the resources necessary to address denials so onerous, the opportunity to proactively prevent them by getting claims right the first time is a game-changer. And the early results of AltitudeAssist bear that out: claim process changes that traditionally took three days now take approximately three minutes.

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Attachments/Videos/Links:

[Waystar AltitudeAI™](#)



[HOW TO ENTER >](#)

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