



Our services encompass the breadth of Revenue Cycle and related regulatory and compliance projects including:

Complete Revenue Cycle Assessments

RAC Audit Preparation

Denial Management

Billing / Coding Audits

Charge Master Optimization

Observation Status Assessment

Enterprise Risk Management

Physician Practice Benchmarking

Documentation Audits

Patient Access Process Review

Emergency Room Throughput

Cost/Benefit Analysis

Contract Management Analysis

Denial Management

While the objective for any hospital is to maximize the percentage of first time 'clean' claims, denials are a fact of life given the multiplicity of regulations from State and third-party payers. According to the Laurel Financial Resources, "Of over 15 billion claims, 25% to 40% are either rejected or denied ... only 50% of these rejected or denied claims are followed up and resubmitted." The Zimmerman Best Practice Report states that, "Evidence shows that 90% of denials are preventable and 67% are recoverable."

Our denial-management solution toolkit incorporates two parallel processes:

- a prospective-prevention process to avoid claims denials, and,
- a claims-recovery process to address claims that have been denied.

The toolkit is designed to take advantage of the standardization provided by HIPAA transaction sets for electronic reimbursement. This allows our clients to identify denials in real time, prioritizing these for resolution and mitigating the root causes to prevent future denials.

The prospective-prevention process includes:

- Initial identification of scope of services being provided and charging and billing guidelines around them.
- Establishing a point-of-service accountability by setting up a communication process down to clinical department level for denials received for incorrect charging and billing.

The claims recovery process includes:

- Setting up a denial appeal coordinator function.
- Minimizing denials due to untimely submission of medical documentation, focusing on denials with most likelihood of being reversed,
- Setting up a template for appealing denials, and,
- Developing a database to track denials received, appealed and overturned.