

What is the Real Story Behind Denial Management?

Presented by:
Kay Jackson
(978) 805-3104
Kay.Jackson@iatric.com



Define Denial

What is a denial?

- Zero pay
- Partial pay
- Insurance cover up



Why Do You Get Denials?

A few reasons

- Scheduling, registration, coding or billing errors
- Out of network/authorization
- Wrong information
- Keeping your money



Will Denials Ever Stop?

Considerations

- Fix one problem, then another
- Carriers will be carriers
- Regulation changes
- Squeaky wheel
- 5010 billing standard

All About the Facts

- What is the national average?
- What have other sites done?
- Why is this a critical issue?
- Are the insurance cards stacked against you?

Step 1



Create a plan of attack

- Denials team – WHO?
- Your top 10 reoccurring errors
- Determine root cause
- Hire consulting
- Involve B/AR IT staff

Step 2



Implement your plan of attack

- Prevention
- Solutions
- Training
- Appeals
- Support

Step 3

Monitor, track and report

- Before and after
- Tracking tool
- Report findings
- Accountability

Denial Review



What is Denial Review?

- Monthly review first year
- Quarterly review following years
- Flash meetings as necessary
- Publish your results

Is RAC a Denial?

- Learn from Medicare RAC
- Prepare for Medicaid RAC
- Include the items in your plan
- Who else is looking?

Best Defense



- Learn the appeals process
- Take it up the chain of command
- Learn to write effective appeal letters
- Contract renewal considerations

Other Considerations

- Use MEDITECH to its full potential
- Pre-registration tips such as eligibility software
- Educate your patients
- Employ a Denials Advocate
- Portal for patients to view and pay bills

Denials Management

End Results - Lower AR days.
Happier CFO. Happier staff.
Happier patients.



We Can Help!



Kay Jackson

Marketing Manager, Financial

Iatric Systems, Inc.

(978) 805-3104

Kay.Jackson@iatric.com

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Thank you.

