What is the Real Story Behind Denial Management?

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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
Considerations

- Fix one problem, then another
- Carriers will be carriers
- Regulation changes
- Squeaky wheel
- 5010 billing standard
• 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
Implement your plan of attack

- Prevention
- Solutions
- Training
- Appeals
- Support
Monitor, track and report

- Before and after
- Tracking tool
- Report findings
- Accountability
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?
• 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!

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