Tip of the Week #6

Denial Management: The process of investigating each denial, performing root cause analysis of why each claim was denied, analyzing denial trends to uncover a trend by one or more practices/providers. Using that data to develop/re-configure systems to prevent or reduce the risk of future.

Coaching tools: Are developed by identifying the root cause of denials that are based on external or internal processing errors and developing best practices that reduce/eliminate these risks. Internal errors result in 15% of denial claims.

Eligibility verification: Failure to provide/verify correct payor.

No Authorization on file: No authorization obtained for date of service.

Valuable Tip:

Establish a Denial Management Team within your Billing/Claims department. RCM SOP recommends a weekly review to identify risks timely. This will eliminate write-offs, aging A/R, and improve the Auto Adjudication/clean claims rate.