A PROACTIVE APPROACH TO
Denial Management

Greenway Health™

You work tirelessly to ensure that all claims are correct and comprehensive. With all your hard work, you should expect your claims to be clean and submitted promptly to ensure you get paid for the quality care you deliver. Make sure you are proactively preventing denials with these key strategies to capture your revenue on time.

Key Statistics

$25.20 The average cost to rework a claim[1]

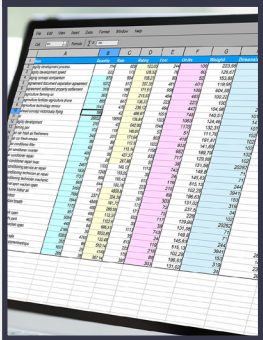**86-90%** of denials are potentially preventable[2]

63% Consumers appealed only one-tenth of 1% of denied in-network claims[3]

48% of avoidable denials are not recoverable[4]

56% of medical groups say their time in A/R increased in 2022[5]
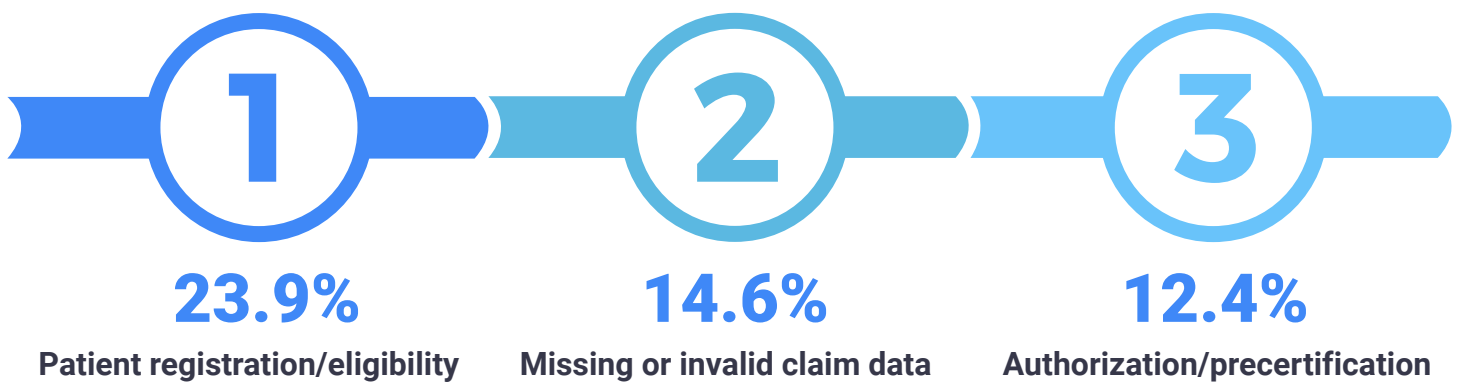
Causes for Denials

Coding errors

Patient ineligibility

Ongoing Challenges

Staff and physician shortages

Backlogs of procedures and claim denials

Breakdown of Top 3 Denial Reasons[6]

1
23.9%
Patient registration/eligibility

2
14.6%
Missing or invalid claim data

3
12.4%
Authorization/precertification

Turn from a Reactive Approach to a Proactive Approach

PROACTIVE
REACTIVE

- **Establish** an efficient claims process for a clean first pass
- **Know** your payers through regular review of contracts for better outcomes
- **Prioritize** staff training: Improve A/R with current processes and trends
- **Seek** a revenue cycle expert for initial consultation and guidance
- **Consult** a revenue cycle expert for guidance

Other Key Factors to Consider

- **Avoid** submitting duplicate claims
- **Provide** precise, valid, and effective diagnosis and procedure codes on date of service
- **Submit** accurate payer IDs and procedure codes sent to the correct payer plan

1. https://www.mgma.com/data/data-stories/6-keys-to-addressing-denials-in-your-medical-pract 2. https://www.kff.org/private-insurance/issue-brief/claims-denials-and-appeals-in-aca-marketplace-plans/ 3. https://www.kff.org/private-insurance/issue-brief/claims-denials-and-appeals-in-aca-marketplace-plans/ 4. https://www.changehealthcare.com/insights/improve-denial-management-throughout-the-patient-journey?_bt=6192226676658_bk=medical%20billing%20denials&_bm=b&_bn=g&utm_source=google&utm_medium=cpc&utm_campaign=2205_PR_RPA_rpa-medical-billing_PaidSearch_MKTG&utm_content=ps_g–b&utm_term=medical%20billing%20denials-ps_provider-software-analytics_search-medical-billing&s_kwcid=AL!13512!3!619222667665!b!!g!!medical%20billing%20denials&gclid=EAIaIQobChMI16D20NCa_AIVmx6tBh07sATIEAAYASAAEgJigfD_BwE 5. https://www.mgma.com/data/data-stories/collection-challenges-growing-for-medical-practice 6. https://www.mgma.com/resources/revenue-cycle/4-keys-to-driving-down-denials ©2023 All rights reserved. Greenway Health, LLC.