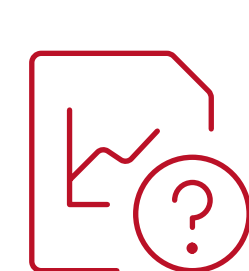




# THREE STEPS TO PREVENTING DENIED CLAIMS

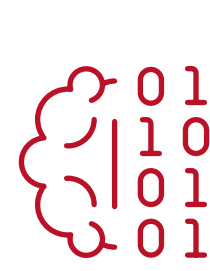
As expenses continue to rise and labor shortages persist, physician practices are being asked to do more with less. Taking steps to avoid preventable revenue loss is a must, and addressing denied claims is a great place to start.

## Top Denial Reasons Per Surveyed Revenue Cycle Leaders<sup>1</sup>



**62%**

Insufficient data analytics



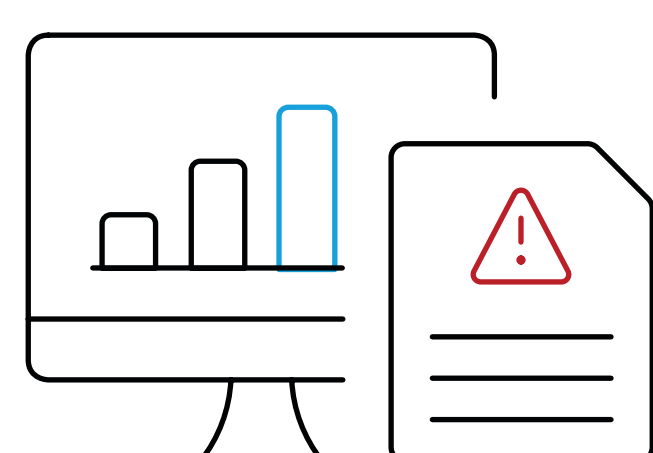
**61%**

Claims and/or denials process lacks automation



**46%**

Lack of thorough training

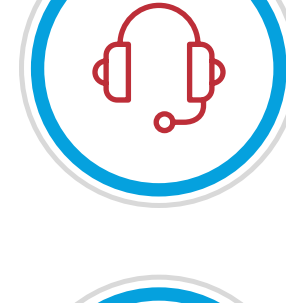


## 69% OF HEALTHCARE LEADERS SURVEYED

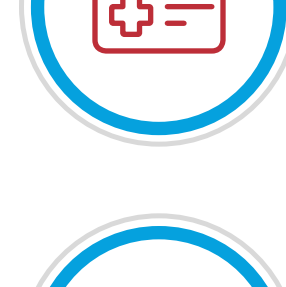
said their organization's denials have gone up, with the average increase being 17%.<sup>2</sup>

## The Appeals Process is Time-Consuming and Costly<sup>3</sup>

The average cost to rework a single claim is estimated to be \$25.20<sup>4</sup> and requires extensive manual processes, including the following:



**CALL PAYERS** to reduce confusion around denial codes



**CONTACT THE INSURANCE COMPANY** to gather and record reference numbers



**GATHER ALL NECESSARY AND CORRECTED DOCUMENTATION** and patient information



**CREATE AND SEND APPEAL LETTERS** to address relevant issues\*



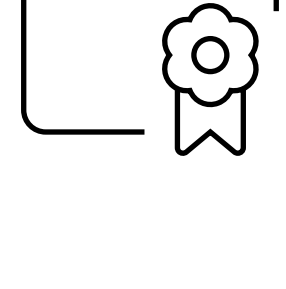
**RESUBMIT APPEALS** that did not include all the necessary documentation or patient information



**MONITOR APPEALS** for updates/status

\*i.e., invalid code, incorrect name, modifier

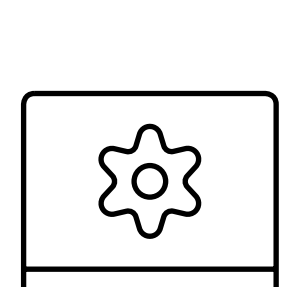
## Three Ways to Prevent Denied Claims



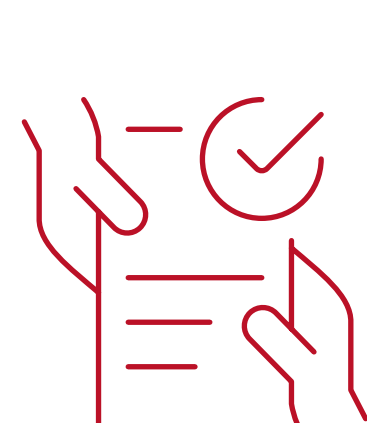
**IMPROVE FRONT-END PROCESSES** to improve data integrity issues



**BUILD HIGH-PERFORMING TEAMS** to elevate coding accuracy and payer management



**IMPLEMENT TECHNOLOGIES** to automate back-end denial appeals processes



## Conifer Health can help

Conifer Health provides physician practices with end-to-end revenue cycle support using proven methodologies, repeatable processes, flexible technologies, and measurable performance. With Conifer, practices can reduce denials, lower costs, and increase productivity.



**17M+**

patient interactions



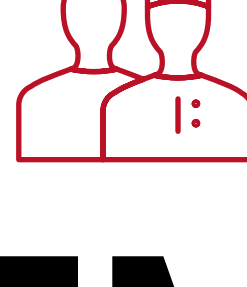
**\$25B+**

net patient revenue managed



**\$22B+**

medical management spend



**5M**

lives supported through our health management services

**YOU CARE FOR PATIENTS. WE CARE FOR YOUR BUSINESS.**

**CONIFER**  
HEALTH SOLUTIONS®

Care Over Everything.™

<https://www.experian.com/healthcare/resources-insights/thought-leadership/white-papers-insights/state-claims-report>  
<https://www.mgma.com/mgma-stats/6-keys-to-addressing-denials-in-your-medical-practice-s-revenue-cycle>  
<https://www.waystar.com/revenue-cycle-101-denial-and-appeal-management/>  
<https://www.mgma.com/mgma-stats/6-keys-to-addressing-denials-in-your-medical-practice-s-revenue-cycle>

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