



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

Revenue Integrity Denials Assessment Services

Recover and keep earned revenue by minimizing denials

Hospitals lose approximately a quarter of a trillion dollars a year on denied claims from insurers. Payers initially deny about nine percent of hospital claims risking nearly \$5 million in payments per hospital annually. It costs \$118 per claim to recoup a denial but even if an organization is ultimately reimbursed, the cash flow impact while going through the process can be severe.¹

Improving denials management can be difficult. There is often a disconnect between clinical and billing office departments. The business office understands what is causing the denials but typically the clinical departments are not informed about the billing errors. This lack of communication results in continuous repetition of denials by not addressing the root cause of the problems.

The key to solving the denials dilemma is setting up cross-functional teams and establishing a comprehensive process, based on analytics, to review, categorize, and identify the cause of denials by type and location (inpatient, outpatient, ED, registration). That can be difficult for you to do as you juggle the many other responsibilities you face every day. That's where Hayes can help.

Hayes's Comprehensive Revenue Integrity Support Program (CRISP) combines our revenue integrity software MDaudit™ with a full range of revenue integrity consulting services to not only recover and keep your revenue but also how to collect and find more revenue throughout your entire revenue stream.

Comprehensive analysis of your data

During the Hayes Denial Management Assessment, our revenue cycle subject matter experts perform an analysis using your 837 and 835 electronic claim and remittance data using the MDaudit Enterprise Analyzer software. Hayes' consultants will identify where denial management opportunities exist for enhancement and optimization of your entire revenue cycle: front, middle, and back-end.

You will receive a report on our findings, identification of where opportunities exist, a calculation of potential revenue gain through improvements, and a roadmap for implementing the recommendations. Recommendations may range from tactical improvements like workflow redesign and increased accountability measures to strategic improvements

Hayes credentialed experts will assess your current denials management program and help you develop a solution to plug costly revenue leaks caused by ineffective denials management.

¹ Insurance claim denials cost hospitals \$262 billion annually, by Dave Barkholz, Modern Healthcare, June 27, 2017.

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like technology optimization that will ensure an effective revenue integrity program within the organization.

Hayes denial assessment process

Hayes' Denial Management Assessment includes the following services:

- Drill down analysis of denials to understand areas of opportunity (Registration/Eligibility, Referral/Authorization, Coding, and Billing), root cause analysis and identification of "source" or point of revenue cycle process breakdowns (e.g. registrations generated by hospital interfaces, specific clinical departments).
- Identification of tactical and strategic improvements to enhance and optimize your revenue cycle.
- Presentation to stakeholders on findings and recommendations with the goal of helping you find additional revenue opportunities and supporting the goals of a comprehensive revenue integrity program.

Three key focus areas

The Hayes denials assessment process focuses on:

People

- Training and education
- Accountability
- Improvement on recognition and consequences for unacceptable outcomes

Workflow

- Eliminating redundancies
- Setting outcome and performance expectations
- Finding root causes for payment delays
- Identifying common sources of technical and clinical denials
- Streamlining & optimizing processes

Technology

- Identifying opportunities to leverage technology
- Auditing workflows
- Data collection and analytics

About Hayes

Hayes Management Consulting is a leading, national healthcare technology enabled solutions firm that partners with healthcare organizations to improve revenue, mitigate risk and reduce operating costs to drive success in an evolving healthcare landscape. MDaudit Enterprise is the industry leading revenue integrity software that provides workflow automation, continuous monitoring and anomaly detection in a single, integrated cloud-based platform.

To learn how Hayes Management Consulting can help support your initiatives, call 617-559-0404 or requestconsultant@hayesmanagement.com.

Hayes is committed to ensuring you achieve your revenue integrity goals. Our assessment provides you with a deeper understanding of your organization's challenges and needs, helping you to retain every billable dollar possible.
