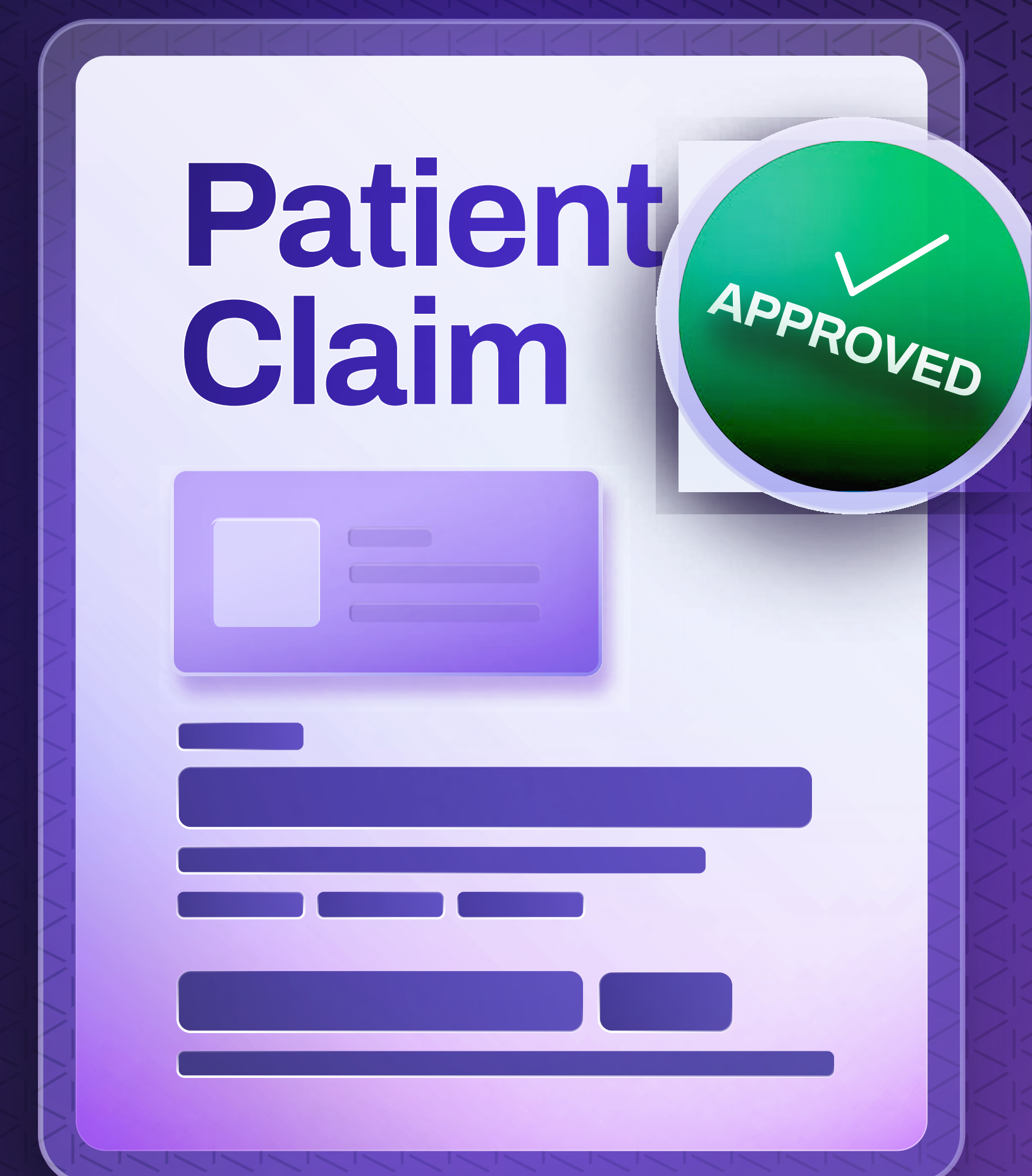


How hospitals are Using AI to appeal 100% of clinical denials

If you put 1.2 seconds on the clock, it wouldn't be enough time to finish reading this sentence. And yet, it's the amount of time it takes for some insurance payers to deny claims using AI.

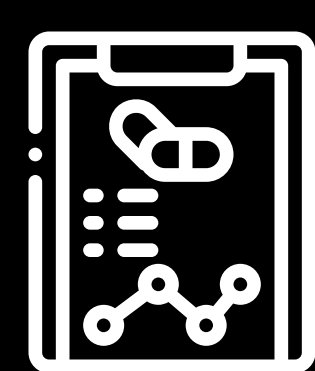
And while a short amount of time to make a denial might sound reasonable for simple paperwork errors or missed deadlines, payers are also using the technology for some of the most complex claims denied for clinical reasons.



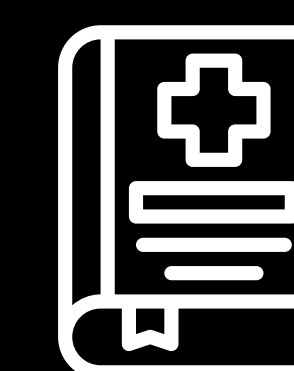
Common reasons for clinical denials



It wasn't deemed medically necessary.



There isn't enough clinical evidence to support the care.



Clinical guidelines weren't met.

These types of denials are notoriously hard to appeal because there's no simple fix. Instead, the reasoning is often subjective and requires a thoughtful response backed by clinical evidence. Finding that clinical evidence? It's no easy task, and certainly not one that takes roughly a second. And even after a thorough review to locate the evidence, it takes additional hours to craft a comprehensive appeal to overturn the denial.

With 15% of all claims initially denied — and the sheer amount of denials piling up for hospitals — it's simply not feasible to appeal every clinical denial manually. But if hospitals could address every denial, the effort would be worth it. Research shows that **more than half of initially denied claims** are eventually overturned, usually after several rounds of reviews. Unfortunately, the current process is slow, inefficient, and costly.

Luckily, hospitals can now harness the power of more advanced clinical AI to help pinpoint clinical evidence needed to win and write carefully crafted appeals. But remember — not all AI is created equally. It's all about choosing the right clinical AI.

Check out these top reasons hospitals are using clinical AI to review every clinical denial, all while making the job easier and more efficient for their teams.

1

Work smarter, not harder

There simply isn't enough time in the day to manually review every clinical denial. Adding more staff? That's a budget line item you may not have. And even the best teams can't keep up with the sheer volume. The odds are in payers' favor: they can make a denial knowing hospitals won't have time to craft every single appeal... until now.

Even the most robust teams could use the AI productivity boost. Before AI, it might take a team member an hour (or more) to pinpoint the evidence needed to win. With the help of advanced clinical AI, they can craft a comprehensive appeal in mere minutes. Now that's what we like to call working smarter, not harder.

2 Analyze the entire patient record and clinical denial

Faxes. Pixelated scans. Online patient records. Appealing clinical denials is a slow, manual process because of the mounds of information hospital staff need to sift through to develop an appeal, along with the variety of ways the documents are stored.

That's where clinical AI comes in. Advanced clinical AI that's purpose-built to think like a physician can scan the entire patient record, including labs, meds, orders, and even unstructured data like doctors' notes. Plus, it can easily scan the denial letter. Even if it's a fax. Even if it's a pixelated scan. Technology has come a long way, and it's time for hospitals to use it to their advantage.

4 Stay in full control

The right AI tools will allow you to stay in full control before sending an appeal. You know there's no replacement for your team's clinical expertise, and the right AI will empower your team and leverage their expertise.

Choose AI that allows your staff to validate and refine the generated clinical appeal letter so they're in full control. Now that they're validating appeals instead of starting from scratch, it's no longer cherry-picking which denials make the most sense to appeal — you can get to them all.

3 Pinpoint clinical evidence with speed and precision

Consider this — Your team is fast, but are they fast enough to beat clinical AI? Even if you have the best in the business, advanced clinical AI can pinpoint the clinical evidence needed to win faster than a human can open up all of the information needed to craft the appeal. But your team's job isn't done yet. Your hospital team can spend more time validating the AI findings instead of hunting and searching for clinical evidence.

5 Identify opportunities for improvement

By addressing 100% of denials, your team has more time to learn and hone their craft. Notice any patterns or opportunities that are routinely missed now that you can review every single denial? With the clinical evidence readily available, you can easily educate staff on some of the common reasons for clinical denials. Continuing education helps cut down on future denials and helps your team get more claims approved the first time. Think less time spent on appeals, and eventually even less appeals in general.

The bottom line

There's an easier way to address even the most complicated, complex denials — with advanced clinical AI. By harnessing better technology payers are using to make denials, your hospital team can gather all of the evidence needed to win, save hours per appeal, and address every clinical denial that comes through your doors.

Ready to help your team appeal 100% of clinical denials?

To learn more, visit smarterdx.com/smarterdenials

