

Acute care facility leverages expert resources to successfully appeal clinical denials.

Challenge

A **200-bed, \$509M NPR** client lacked resources able to review and resolve their large volume of denials, nor did they possess the skill set to determine plausibility of certain clinical appeals. Those that were appealed did not meet payer timely filing requirements. All factors combined caused continued denials growth, increased AR days and a rise in cost-to-collect.

Solution

Savista assigned a team of dedicated clinical experts to tackle the denial backlog, establish a timely appeal and follow-up strategy and provide root cause analysis to reduce overall denials.

For more in-depth information about Denials Management Services and all our Revenue Cycle Management solutions, please visit SavistaRCM.com



Results

Successful appeals increased cash collections. Physician satisfaction improved due to reduced appeal intervention and the decline of denials overall decreased AR days and cost-to-collect.

\$6.2M in inpatient collections

404 inpatient appeal reversals
(full and partial)

41% reduction in inpatient denials

About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic