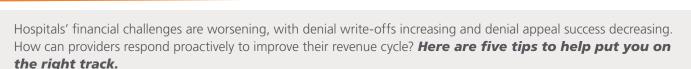


## 5 tips to improve denials recovery



Intelligent workflow-based platforms help prioritize and route denials, based on payer-specific business rules, to the proper resource for follow-up and resolution. The same number of staff members can manage a larger number of denials. Better efficiency helps providers convert more denials into recovered revenue. **Pursue every** viable denial overturn. Learn from your 5 mistakes and Use successes. technology Many providers struggle to simplify and to overturn concurrent amplify your 3 denials because they efforts. rely on overburdened Rely on attending physicians. clinical Having physician advisors expertise conduct peer-to-peer and evidencereviews improves the Take advantage based chances of successfully of peer-to-peer medicine. overturning them and reviews. clarifying documentation and coding to reflect payer guidelines.

Providers must account for all denials with overturn potential, including complex clinical denials that need special expertise and low-value secondary commercial claims whose high volume impacts revenue. Third parties can provide additional resources or expertise to round out your appeal strategy.

Providers need to apply lessons learned from current denial appeals to future ones. Maintaining a database of successful arguments, payer-specific lessons and effective appeal strategies — and knowing when to apply them — can prevent you from starting over with each appeal.

A broad base of evidence-based clinical knowledge, regulatory and payer guideline knowledge, and clinical expertise can improve the medical arguments in your clinical appeals. This foundation can also elevate your utilization review process by using a qualified physician advisor to address medical necessity.

## **Optum Denial Recovery Service**

Optum Denial Recovery Service combines leave-behind, configurable technology, clinical expertise and a platform of evidence-based medical research to help you develop a long-term denial strategy and recover more revenue for all kinds of denials.

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