

Claims Denial Management

Reversing Denials For A Healthy Bottom Line...in Less Time!

This HFMA self-paced program offers real-world claims denial management tactics, plans and concepts including...

- Why claims denial management should be a concern
- The types of and most common denials
- Proactive strategies to prevent denials
- Ideas for changing your revenue cycle team “culture”
- Proper claims denial management tactics
- Tips on handling an appeal process from developing effective letters to talking points and communication styles
- Gathering data to support contract renegotiations
- Avoiding CMS review of your billing processes

Learn...

- The How, When and Why for appealing denied claims
- How to keep the charge description master current and avoid billing confusion and coding errors
- How to obtain more reliable payments under the Outpatient Prospective Payment System (OPPS)
- How to measure and analyze denial data to identify the root causes of denials
- How to encourage culture change and interdepartmental communications to improve revenue cycle performance...and more!

Claims Denial Management E-Learning Offers...

- A comprehensive educational course with **one course** and **19 distinct lessons** lasting **15 minutes** each
- Scheduling convenience via 24/7 Internet access – at work or home
- An easy-to-use, interactive format
- Refresher or new employee education
- Industry, peer-approved training
- Employee course tracking and customized reports
- **Free** content updates
- Course certificate awarded upon completion

Intended Audience:

Staff involved at the end of the revenue cycle including billing personnel and billing analysts, account representatives, and third-party follow-up representatives.



Time to take action...recover denied claims revenue—improve financial performance!

A recent industry report* notes that most health systems are losing significant net revenues as a result of payment denials from insurance companies. Reducing the potential for loss generally requires a “denial-management program...[with] an investment in information technology and a commitment to business-process change.” As an individual institution, do you wonder...

- How much denied claims really cost you?
- How you can manage the process to lower your overall denial rate?
- When managing denials, which ones should take priority?
- How to identify contract terms that contribute to denials and should be renegotiated?
- Which insurers are consistently denying claims?
- What the most effective methods to appeal denials are? What are your options?

Take a more active stand against claims denials! Discover new plans and processes to help manage them, overturn them, and build a healthier revenue cycle.

* PriceWaterhouseCoopers. (2003).
Revenue Enhancement - Are You in Denial Over Your Denials

Topics Include:

- Reasons to be concerned about claims denial management
- Identification of the types of and most common denials
- Proactive strategies to prevent denials
- Ideas for changing the revenue cycle “culture”
- Innovative claims denial management concepts
- Cutting claims denials down to size
- Moving beyond simply “refiling the claim”
- Heading off denials attributed to lack of authorization
- Permanently closing loopholes with payers to reduce future denials
- Methods to successfully appeal denials
- The art of writing effective appeals letters
- Making ambulatory payment classifications (APCs) work for your hospital
- Ensuring accurate charging
- Pursuing payment directly from patients
- Suggestions for implementing a denials database

For More Information Contact:

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www.hfma.org/events/e-learning

Technology Specifications

All HFMA e-Learning programs minimally require 32 MB RAM and a 266 MHz processor or higher. The system should use Microsoft® Windows® 95, 98, 2000, XP or 2003. The most optimal viewing browser is Microsoft® Internet Explorer® Version 5.5 or higher from a PC system. If you have a different system configuration or Internet browser, contact HFMA to confirm if it will work with this program.

About HFMA

The Healthcare Financial Management Association (HFMA) provides the resources healthcare organizations need to achieve sound fiscal health in order to provide excellent patient care.

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