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25th Annual Revenue Cycle Conference
Tailgates, Touchdowns, & Revenue Cycle Championships!
It's time.....to Reignite!

**BUILDING THE RIGHT
DENIALS MANAGEMENT
STRATEGY FOR A
CHANGING PAYMENT
ENVIRONMENT**

1/25/24

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1

Knowtion Health's Services



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Coordination of Benefits Solution

Engage patients to help resolve
65-75% overturn rate with payers



Clinical Denials Solution

Industry-leading technology-enabled service
Employ physicians, nurses, and legal staff to resolve denials
50% or greater overturn rate



Low Balance Solution

Proprietary Resolution Probability Scoring (RPS)
Advanced analytics, automation, contract modeling and workflow technology



Complex Claims Solutions

Motor Vehicle Accident (MVA)
Workman's Compensation
Third Party Liability (TPL)
Veterans Administration (VA) Claims



Audit Defense Solutions

Defense of audits and prevention of future audits
CDI education and recommendations

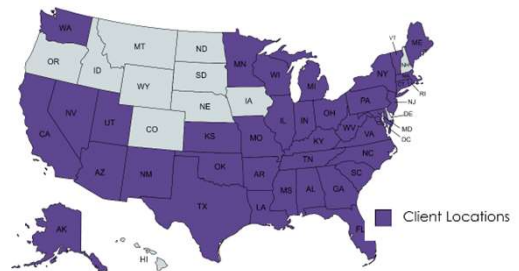
2

About Knowtion Health



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|--|--|--|
| Leaders with 25+ Years of Healthcare Experience | Pioneers of COB Denial Recovery | We work with 20% of the top 100 U.S. Health Systems |
| Serve over 500 Hospitals Nationally | Recover more than \$726M Annually | Average COB recovery rate is 65-75% |



3

Meet Our Panel

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Jadene Elden
Southcoast Health
Vice President of Revenue Cycle



Krysten Blanchette
Care New England
Vice President of Revenue Cycle



Sonia Azzi
UMass Memorial Healthcare
Director Denial and Payment Variance

4

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Agenda

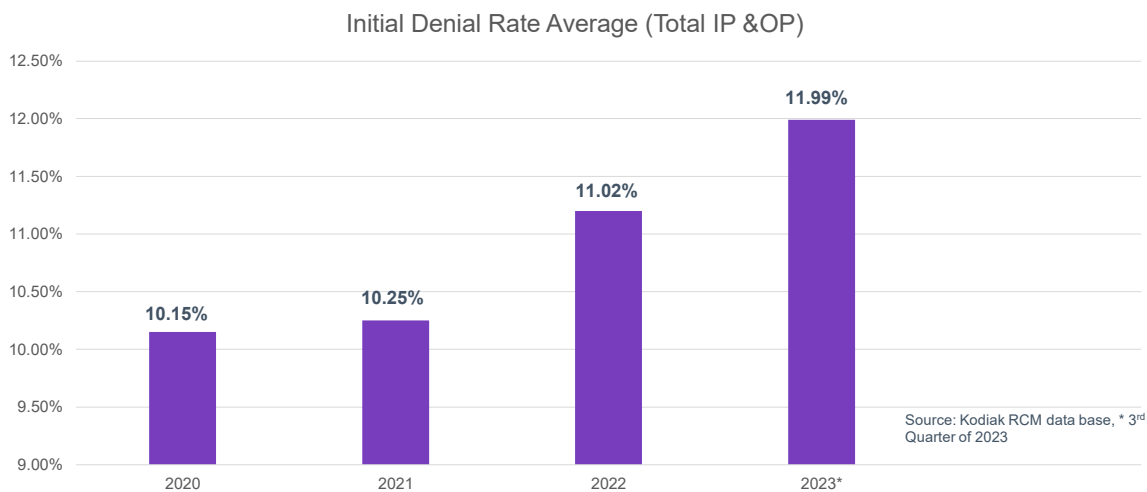
- 01** State of Denials
- 02** Cash Position
- 03** Strategies for Success

5

01 State of Denials

6

Payers Are Denying More Claims About 12% Overall in 2023 Q3



7

7

Days to Resolution Is Challenging

Time to Pay Is Slow



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1 in 3 inpatient claims submitted by providers to commercial insurers in the first quarter of 2023 **weren't paid for over 3 months**

Source: Kodiak (formerly Crowe), as cited in "<https://www.aha.org/news/headline/2023-05-22-report-hospitals-struggle-collect-payments-commercial-insurers>," May 2023.

8

8

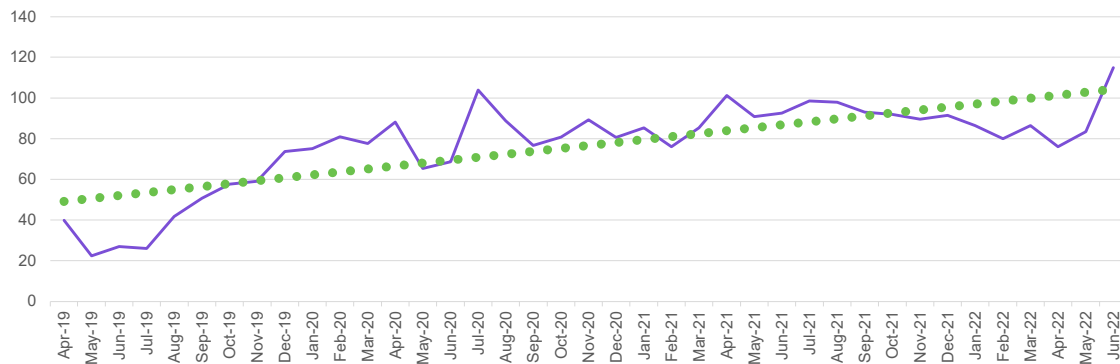
Days to Resolution Is Much Longer

More Than Twice as Long



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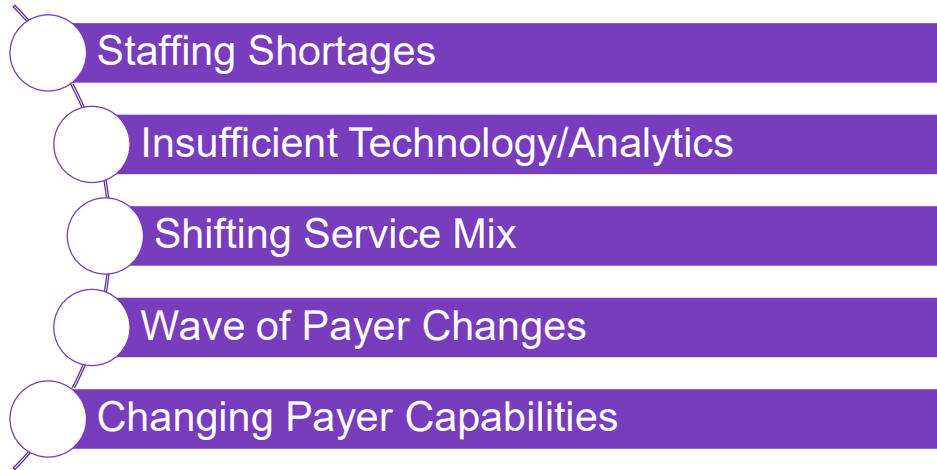
Average Days to Resolution



Source: Knowlton Health Business Analytics

9

A More Challenging Landscape Overall It's Getting Harder...



10

03 Cash Position

11

Days Cash on Hand Has Dropped Significantly

Cash Reserves Have Taken a Hit

As of June 2023, health systems had a median of 124 days cash on hand, **down 28%** from 173 in January 2022.

Source: American Hospital Association and Syntellis Axiom data, Hospital Vitals: Financial and Operational Trends, November 2023.

12

Growing Importance of Cash/Cash Flow

Delayed Expenses

- Facility
- Technology

High Operating Costs

- Labor, especially clinical staffing
- Supply chain

Depleted Reserves

- Lack of preparedness for sudden market shifts, natural disasters/mass casualty events, or another pandemic

13

03 Strategies for Success

14

What are some trends you're seeing around **retaining denials management staff**, and strategies to consider for **optimizing your denials management team** as a resource?

15

How is the current **cash/cash flow environment affecting your revenue cycle goals and strategies?**

16

A lot of organizations struggle with turning their denials data into meaningful action. What advice do you have for others in **making reporting more meaningful?**

17

What are some of your **big denials management initiatives** for the year ahead?

18

What Can Revenue Cycle Leaders Do? Priorities for 2024



Process

- Rethink how you're allocating a limited team around opportunity and expertise
- Review your aging A/R strategy



Technology

- Move beyond simple process automation
- Continue to push for better analytics



People

- Re-organize around denial management as an organizational priority
- Don't give short shrift to retention

19

THANK YOU!

