

Discover, Uncover, and Recover Your Missing Revenue



Thursday, January 25, 2024
Ken Jackson, Chief Client Officer



Presenter

Ken Jackson, SlicedHealth
Chief Client Officer

Agenda

The Current Environment and Impact

Pressure on Providers

Winning Strategies

Q&A

Current Environment



Claim Denials are Surging

100% increase from 2021 to 2022
67% of healthcare leaders identify it
65% of denials are never appealed
18% of Medicare Advantage
payments inaccurately declined



Complex Payment methodologies



Automated algorithms to deny claims

Sources: November 2022 Kaufman Hall Report, American Hospital Association, 'CMS data shows high rate of claims denials' July 2023

Pressure on Providers



LACK OF STAFFING
TO REVIEW FOR
ACCURATE
PAYMENTS



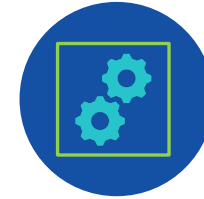
NO AUTOMATION
TO REVIEW
PAYMENT
ACCURACY



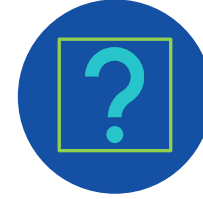
LACK OF
STRUCTURED
APPROACH TO
MAINTAIN
CONTRACTS



PAYER'S TAKING
LIBERTY TO CHANGE
PAYMENT
METHODOLOGIES ON
THE FLY



NO AUTOMATED
MODELING TOOLS



LACK OF INFO ON PAYER
PERFORMANCE:

- DENIALS
- UNDERPAYMENTS
- TIME TO PAYMENTS
- PAYER ACTUAL VS. EXPECTED

Example Impacts to Net Revenue / Cash

- ✓ Incorrect Medicare Advantage Payments
- ✓ Untimely updating of Fee Schedules
- ✓ Systematic denials to extend payment cycles
- ✓ Down coding of DRG / CPT coding

Winning Strategies



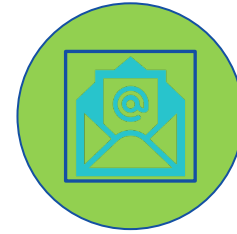
IDENTIFY AND ORGANIZE THE CURRENT CONTRACTS IN EFFECT



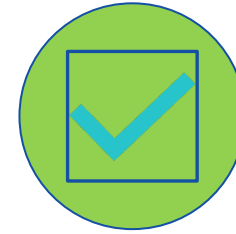
REVIEW CONTRACT LANGUAGE FOR UNACCEPTABLE TERMS, I.E. – UNILATERAL AMENDMENTS



REGULAR, SYSTEMATIC PAYMENT REVIEWS



MAINTAIN REGULAR CONTACT WITH PAYERS



ENSURE REVIEW AND COMMUNICATION OF ALL PAYER REIMBURSEMENT CHANGES

Winning Strategies



Have an effective zero-pay workflow



Keep a check on actual claim to payment cycles



Profit and cost analysis by service line



Utilize accurate modeling in contract negotiations

Q&A

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