

Navigating Through Payor Negotiations

Presenter: Greg Damron

About Me

- Twenty-nine years of health care finance experience
- Twenty-two years as finance executive with AMCs associated with:
 - University of Missouri
 - University of Arizona
 - Medical College of Georgia
 - Duke University
- Big Four public accounting experience
- Certified Public Accountant



Learning Objectives



Prepare organization for conflict with a major payor



Communicate to stakeholders the complex issues between payors and providers



Mitigate when negotiations do not work out

MU HEALTH CARE



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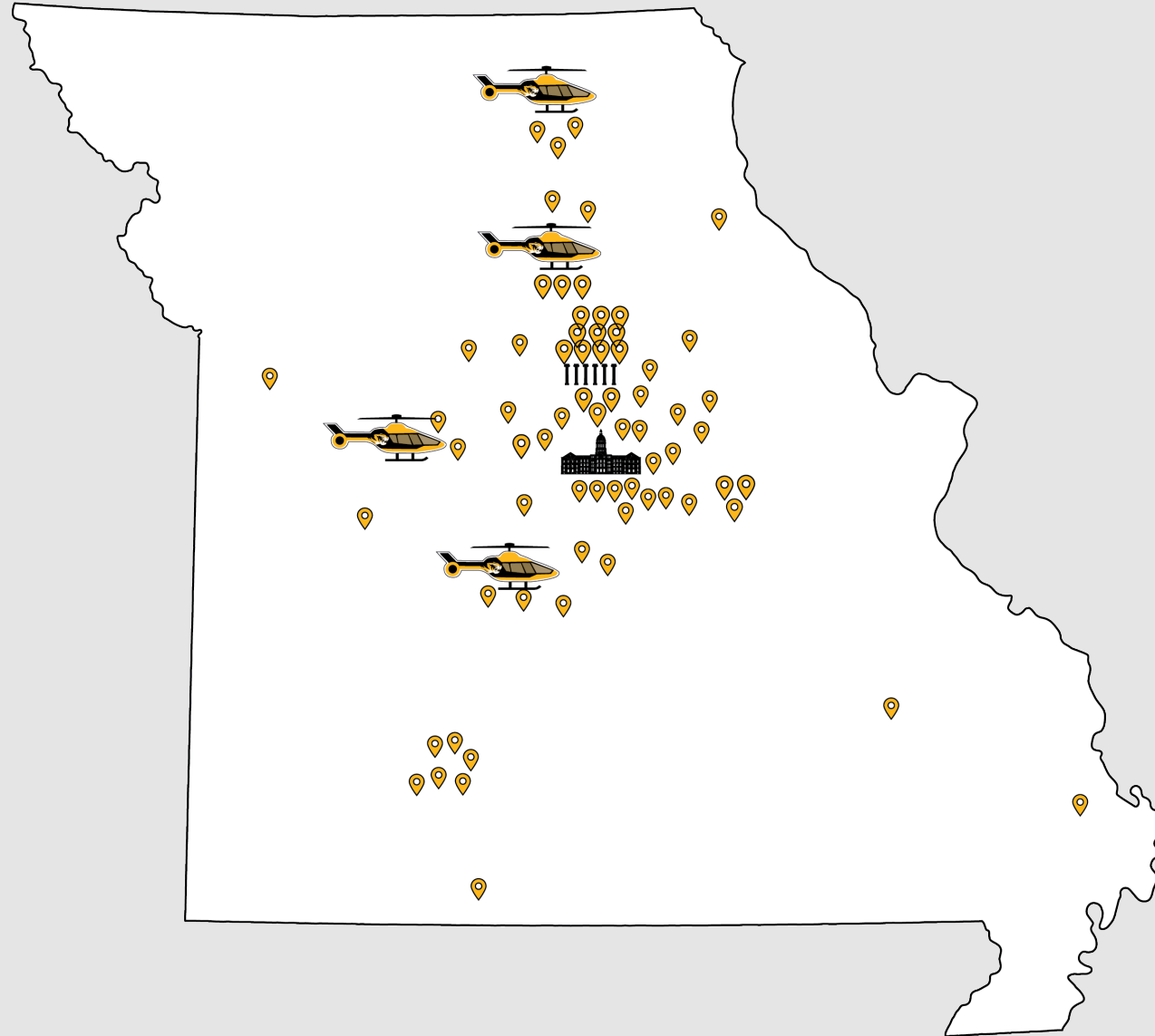


**AMBULATORY SERVICES
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MUHealth.org | [Facebook/MUHealthCare](https://www.facebook.com/MUHealthCare) | [Twitter.com/MUHealth](https://twitter.com/MUHealth) | [Instagram.com/MUHealth](https://www.instagram.com/MUHealth)

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The Safety Net for Central Missouri



MU Health Care's recent experience

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PREV

MU Health Care and Anthem health insurance contract set to end Tuesday

By Tierney Kugel Mar 31, 2025

Anthem is MU Health Care's largest commercial payor

kbia

KBIA All Things Considered

NEXT UP: 5:00 PM On the Media

All Streams

NEWS PROGRAMS PODCASTS SPECIAL PROJECTS KBIA PARTNER CONTENT CLASSICAL SUPPORT ABOUT TAX ID NUMBER

Missouri News

13°



MU Health Care, Anthem working on new agreement




KBIA | By Steve Lambson and Royce Griffin, KOMU-8
Published December 11, 2024 at 4:18 PM CST



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PREV

MU Health Care and Anthem reach a deal to restore coverage

By Tyler White Jul 15, 2025 | Updated Jul 16, 2025

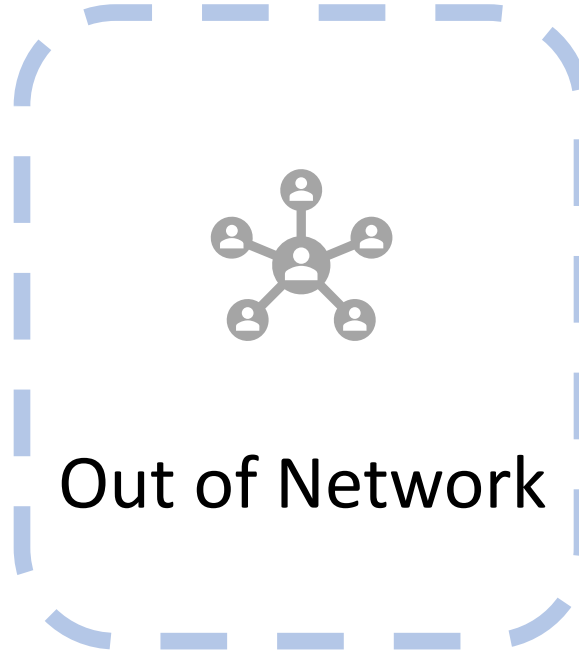
Phases



Preparation



Negotiation



Out of Network



Recovery



Communication

Preparation



- Homework
- Target
- Alignment

Start Early (6-12 months prior to termination)

Preparation - Homework



- Price transparency
- Understand your market
- Understand your strengths/weaknesses
- Create your story

Preparation - Target



- Rates
- Language
- Scope (products, providers)
- Quality Programs
- Open disputes

Preparation - Alignment



- Board
- Leadership
- Medical Staff
- Employees
- Government
- Patients
- Employers

Negotiation



- Timelines
- Communication
- Escalation

Negotiation - Timelines



Mind open
enrollment

- 6-12 Months Out: Kick-off, Non-renewal notice
- 90-180 Days Out: Payor Delay, Discuss Patient/member notices
- 90 Days Out: Public notice, media awareness, broker/employer
- 0-60 Days Out: Escalation, media campaign

Negotiation - Communication



The provider
has the
natural
advantage

- >90 Days out = awareness
- <60 Days out = argue the case
- Be consistent (remember your story)
- Be prepared for ugly (they do this all the time)

Negotiation - Escalation



- Establish connections early
- Business, not personal

Out of Network



Planning is
key

- Keep negotiating
- Keep public pressure up
- OON Billing (IDR)
- Continuity of Care
- Operational/Financial

Recovery



- Patient retention/acquisition
- Reputational recovery
- Reverse course on operations
- Negotiation is not over...

This can take
months

Thank you