



New Jersey's largest integrated health care delivery system

Provides services to more than three million patients each year

32,000 employees, 9,000 physicians and 1,000 residents



Value

Recovery of \$34 million in claims denials

Pre- and post-appeal denial rates below industry average

- 1.3 percent reduction in pre-appeal denial rate
- 2+ percent reduction in pre-appeal denial rate for some facilities



Successful appeals management through robust analytics and medical specialty experts

Denials management technology to track and trend claim activity

Advanced dashboards and workflow tools for complete visibility into root causes of denials

Ongoing denials analysis for claims denial prevention and increased cash flow

RWJBarnabas Health recovers \$34 million in cash

Business issue

With no way to determine root cause of denials, RWJBarnabas Health (Barnabas) was unable to recover lost cash or implement an effective claims denial management program.

Overview

Barnabas is New Jersey's largest integrated health care delivery system. Based in Orange, N.J., the organization provides services to more than three million patients each year through 12 medical centers, three children's hospitals, outpatient and ambulatory care centers, a statewide behavioral health network and comprehensive home care and hospice programs.

Problem

Like many health systems,
Barnabas was experiencing high
insurance denial rates, high denial
value and a challenging appeal
process. Insurance companies
were reducing payments by
more than \$30 million by way
of medical necessity and
authorization-related denials each
year. Because denial explanations
were vague, the health system
had no discernible pattern to
track and trend denials, making
it extremely difficult to identify
root cause.

Solution

Barnabas engaged nThrive, outsourcing its inpatient and medical necessity denials and recovery efforts for six facilities, in addition to its central business office for accounts receivable management. Leveraging robust analytics and medical necessity experts, nThrive successfully managed the appeal process and accelerated the resolution of denied claims. Denials management technology accurately tracked and trended claim activity, and advanced dashboards and workflow tools provided complete visibility into the source and volume of the health system's denied claims.

Value

In the four years, Barnabas has recovered \$34 million in cash. The health system has also seen considerable drops in both denial rates and dollars, and pre- and post-appeal denial rates are well below industry averages with the system realizing a 1.3 percent reduction in pre-appeal denial rate, and some facilities seeing more than a 2 percent reduction in pre-appeal denial rate. Barnabas leaders work closely with nThrive, using denials analysis in making more informed operational decisions.



The nThrive partnership with our clinical and hospital leaders is what makes our denials recovery engagement work. They get to the root causes of issues causing revenue loss and help with process improvement to prevent them from reoccurring. The appeal recovery engagement has provided tremendous value."

JOHN DOLL, SENIOR VICE PRESIDENT, FINANCE, BARNABAS

Engage with nThrive

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