



## Managing and Preventing Denials in a Clinically-Driven Revenue Cycle

nThrive Speakers Bureau // Sample Presentation





## **Agenda**

### Review The Landscape Today

- Aligning on Denials: What is a denial?
- Cost of Denials
- Charge Capture/Self-denials

### Discuss Making an Impact Through A Clinically Driven Revenue Cycle

- Evolution of Denials Management
- Clinical Integration Implications: Charge Capture
- Comprehensive Rejection Prevention
- Evaluating Success
- Maricopa Integrated Health System Best Practices

# Cost of Denials: Industrywide Impact



**\$3 trillion**

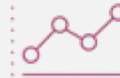
claims submitted

**> \$262 billion denied,**

averaging almost  
**\$5 million** per hospital

Change Healthcare, 2017. (Initial denials)

Industry average denial  
rate between **5-10%**



AAFP, 2018. (Initial denials)



**65%** of claims denials  
are never re-submitted

MGMA, 2011.

**58%** of all denials were  
commercial in 2016,  
up from 54% in 2015



Healthcare Informatics, 2017.

**31%**

of hospitals manage  
denials manually

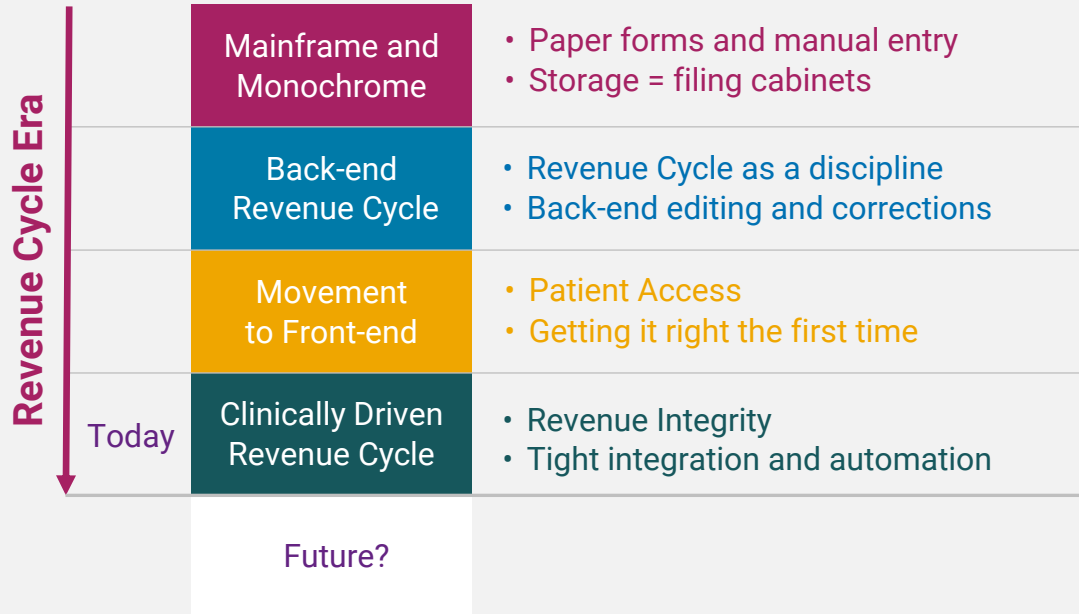
**> 60% without an  
external solution**

but plan to purchase one  
in the next **7-12 months**



HIMSS, 2016.

# Revenue Cycle and Denials Management Evolution



# Clinical Integration Adds More Complexity



**Charge &  
Order Entry**



**Staff**



**Supplies &  
Pharm**



**ED**



**Observation**



**Surgery**

Clinical Integration Also Offers Additional Opportunity



From Patient-to-Payment,<sup>SM</sup> nThrive empowers  
health care for every one in every community.<sup>®</sup>

---

To secure nThrive speakers, please contact [speakers@nthrive.com](mailto:speakers@nthrive.com)