

# Target denials at the root cause

## Denials Manager



### Business issue

Decrease the rate of denials to increase net patient revenue and cash collections



### Problem

Inability to target denials root causes and implement permanent corrective actions



### Solution

Denials Manager technology to increase yield and decrease time to resolution

In a study conducted by HIMSS Analytics, more than 50 percent of health systems do not use a technology solution to manage denials, and greater than 30 percent report using manual processes for denials management. The statistics are not surprising; managing denials proactively is a challenging and complex process for any organization. Health systems require tools that help staff leverage claims data, target their efforts and decrease time to resolution.

### Clear denial identification

nThrive Denials Manager technology, with an exception based, configurable workflow platform and advanced denials rules engine, aids in accurate assignment of denial reasons. This results in faster and more efficient resolution from the point of initial triage. The technology identifies key denial types, like false or nonrecoverable denials, to prevent wasted collector effort. Collectors can target efforts on the highest priority denial and capture maximum reimbursement for services rendered.



# 40%

Denials volume reduction



# 5%

Net revenue increase

## **Denials Manager**

### Fast resolution

nThrive Denials Manager routes each identified denial efficiently, tracking touchpoints and facilitating communication between teams. This ensures each group's work queue remains up to date with the latest information. As a result, denials are addressed by the right team at the right time, and appeals result in high overturn rates.

### Intelligent (or insightful) analytics

As a part of Denials Manager, nThrive Denials Analyzer increases visibility to track recoveries and write offs. The analytics platform initiates upstream denial prevention through root cause and denial reason analysis, and identifies opportunities throughout the revenue cycle for process improvement. nThrive Denials Analyzer provides the financial transaction trending and detail drill-down to monitor denials recoveries and write-offs, and facilitates easy viewing of trends over time with configurable, scheduled reporting. Use this data for management decisions, payor contract negotiations and to track financial performance over time.



### Why nThrive Denials Manager?

#### **Identifies root cause issues**

- Identifies and targets areas of revenue leakage resulting in denials

#### **Speeds collection time**

- Accelerates cash flow and net revenue collections

#### **Reduces red flags**

- Decreases inconsistencies, inefficiencies and human error

#### **Increases collections**

- Decreases denial volumes through compliant submissions



### **Engage with nThrive**

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