

# Overtake and avoid denials with nThrive

## Comprehensive Denials Management and Recovery Program



### Business issue

Recover net revenue loss due to denials



### Problem

Payor inconsistency with denials adjustment coding and current strategies result in disappointing outcomes



### Solution

Establish comprehensive denials recovery and avoidance solutions to increase payor consistency and payments

An effective denials management program is critical to protecting financial health and recovering denied dollars. nThrive Comprehensive Denials Management and Recovery Program delivers a powerful combination of consultative services as well as appeal and related recovery solutions. Our program helps providers achieve significant improvements in denials avoidance by simultaneously addressing existing denial backlogs and denial failures across the service continuum. nThrive uses a holistic approach that leverages more than 15 years of denials expertise, and can benefit every patient financial service structure:

- Maximizes performance
- Shortens revenue capture times
- Drives successful appeal rates



Outsourcing was absolutely the right call and I would recommend it to other organizations that have similar problems, if nothing more than to help identify what the root causes of the denials are to avoid them going forward."

NANCY KAMINSKI, PROMISE HEALTHCARE

## Analytics – uncover and address root causes

nThrive market leading denial analytics capabilities facilitate swift identification of accounts needing escalation, additional research or direct payor follow up. Understanding why denials are occurring sets the stage for effective issue resolution of denials and builds lasting, sustainable process improvement in your organization. nThrive provides you regular, detailed reporting with multi-dimensional data sets that provide the lens for both holistic and detailed data views of denied claims. Related gap analysis supports client change management needs within the denial space. Empowered with the data, you can gain insight into critical data for denials follow-up and reporting, resolve existing denial drivers, identify the need for and implement proactive denial prevention measures and even leverage relevant payor information during the contracting process.

- Track denial recoveries, write-offs and contractual adjustments
- Pinpoint net cash exposure for accurate reporting
- Achieve denials data transparency across the organization
- Standardize denials reporting, including denial trends by payor, physician, DRG admission and root cause source

## Consultative approach

nThrive helps clients to protect net revenue by reducing administrative costs and preventing future denial write-offs. We identify detailed clinical and technical denial root cause reasons. With identified process opportunities clients are armed with both information and recommendations to develop upstream prevention strategies – a critical business need to optimize the entire revenue cycle.

- Access a team of experienced, specialized denial experts and multi-disciplinary clinicians – certified coders, registered nurses and physicians – who author results-oriented clinical appeals
- Maximize your in-house resources to address identified denial opportunities routinely occurring within case management and patient access operations
- Mitigate the effect of payor policy changes on your reimbursement

## Drive lasting results

Comprehensive service means partnership with clients to optimize processes end-to-end by closely examining any areas that may contribute to denials write-offs or revenue leakage. nThrive services are specialized to suit the needs of your organization and the unique complexities of each payor. The results – significant improvements in A/R days and increases in cash collected, especially in problem areas.

- Facilitate end-to-end process optimization
- Build a sustainable denials resolution workflow through development of best practice processes
- Drive down denials volume, avoid costly rework and payment delays



### Engage with nThrive

Visit [www.nThrive.com](http://www.nThrive.com) E-mail [solutions@nThrive.com](mailto:solutions@nThrive.com)

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