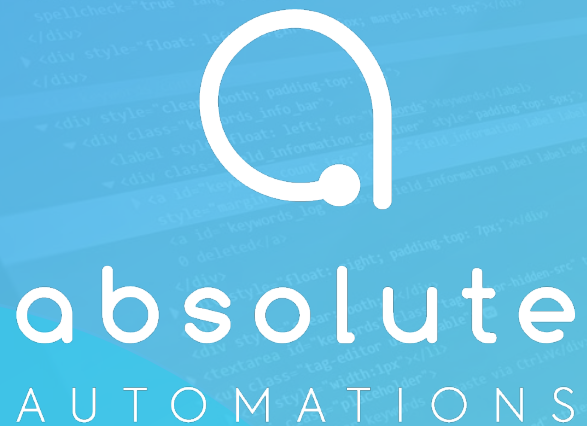




Escaping the Department of Corrections

Rehabilitation of Incarcerated Claims





How Did We Get Here – A Little Background

An Innocent Young Man Fell in Love – This is a picture from my wife's Senior Prom.

Starting Life Poor but with Big Dreams – We had to quit our jobs at Chick-fil-A to date each other



Started Running with a Rough Crowd – Revenue Cycle People

Did Crazy Things for Cash

Wore Progressively More Silly Costumes to Incentivize Teams to Work Hard and Meet Monthly Cash Goals

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OF _____		CREATION DATE		TOTALS			
53 HEALTH PLAN ID.		54 PER MISC.	54 AGG 36%	54 PROCPAYMENTS	55 EST. AMOUNT DUE	56 HPI	57
						OTHER	PRV. ID.
59 P.P. REL.		60 INSURED'S LINK/GR. ID.		61 GROUP NAME		62 INSURANCE GR.	



Back End Revenue Cycle Began to Feel Like the Department of Corrections

Many Claims Got Paid Correctly Without Intervention
but when you work with the worst of the worst day in
and day out you can get jaded.

You wonder Can these Claims Truly be Rehabilitated

The Offending Claims form Gangs

Eligibility and COB Tough Guys

You think you know what insurance coverage your patient has and who will pay this claim? THINK AGAIN.

Claim Rejections – Payor Won't Even Let Them In The Door

Do you even know who this patient is? Can't Get Their Name Right or Policy Number, or DOB, or other information.

Do you even know how to spell the Doctor's Name or what the right Tax ID is for this claim?

Should you even be sending this claim to this specific Payor?

Not Enough Information

Were you asked for additional information and you ignored that request?

Are you missing critical information like Modifiers, NDCs, other Coding?

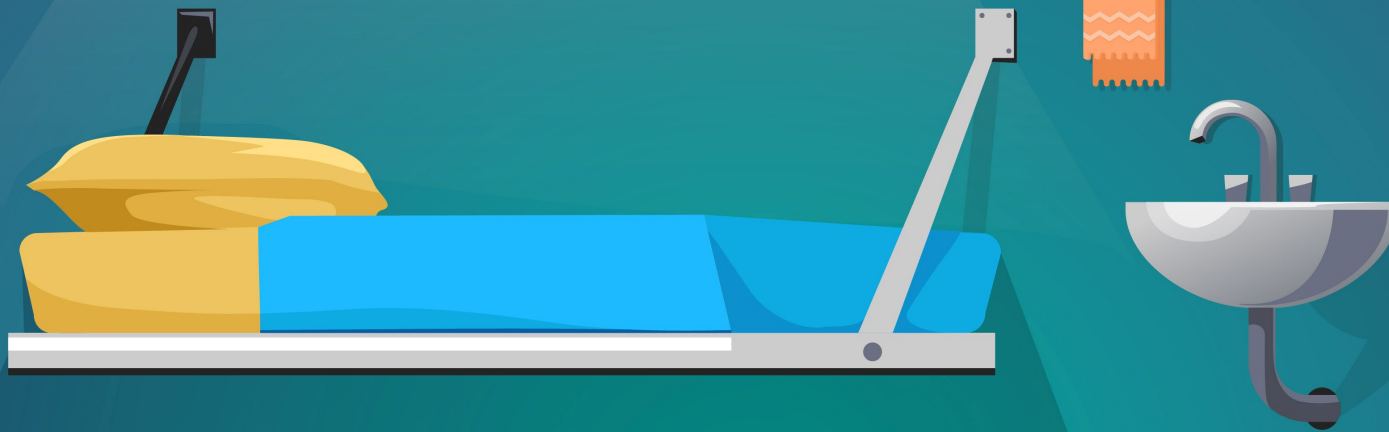


Claims with Similar Problems Like to Group Up in the Department of Corrections

You can **Often Identify Claim Gangs Using their Denial Code Tattoos – CARC/RARC on the face and neck**

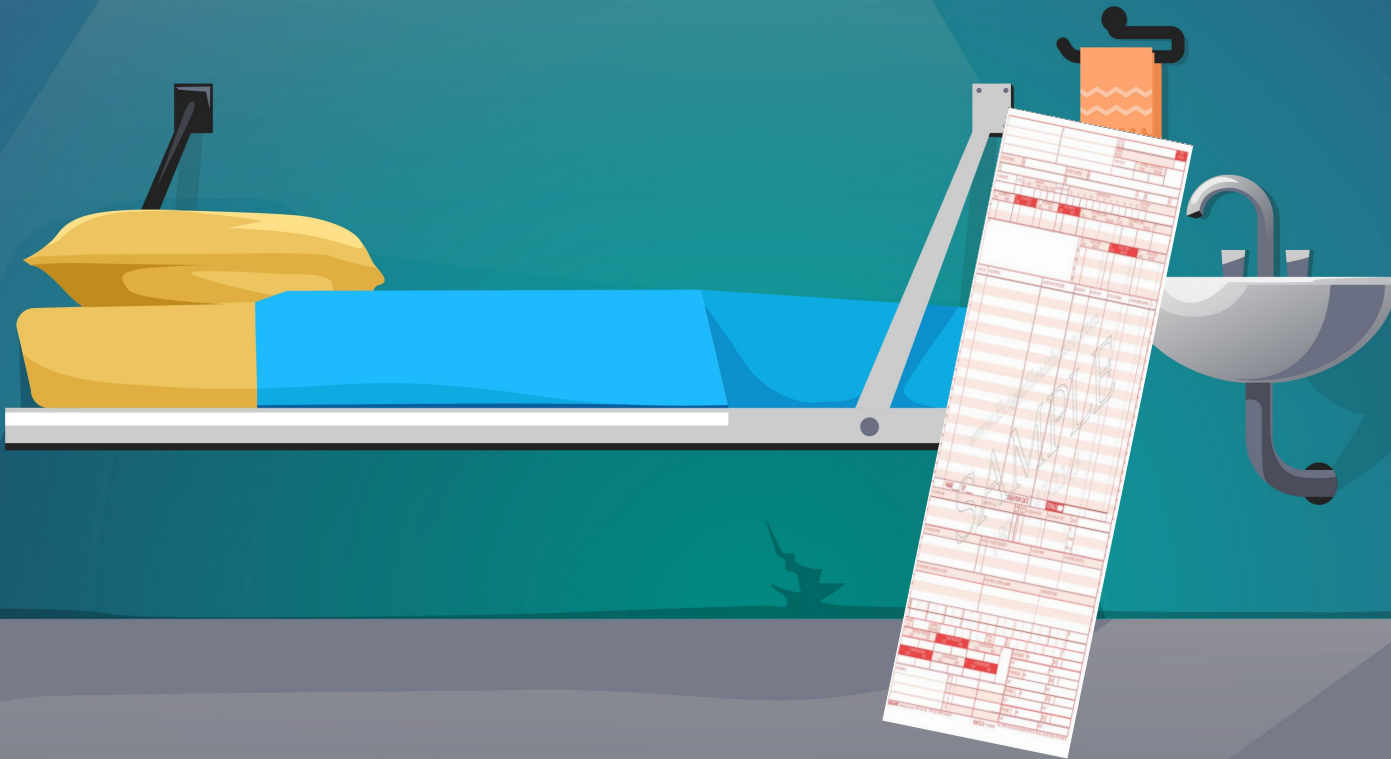
The number of CARC/RARC combinations on a single claim can **tell you how bad that claim is.**

Eligibility and COB Tough Guys

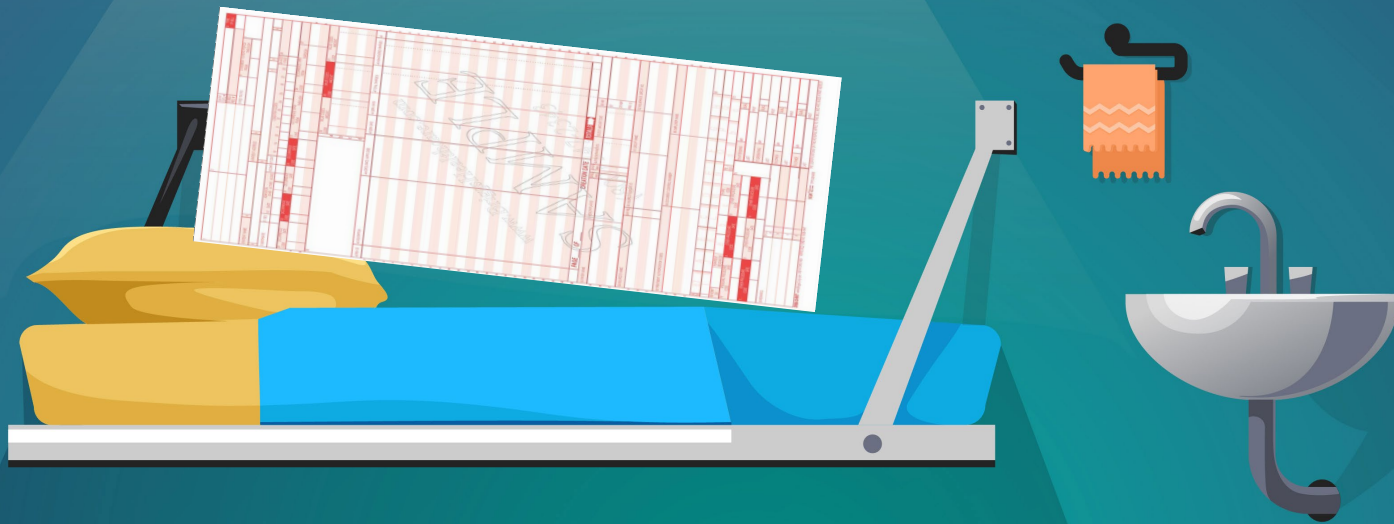


										L0001 L0002 L0003 L0004 L0005 L0006 L0007 L0008 L0009 L0010 L0011 L0012 L0013 L0014 L0015 L0016 L0017 L0018 L0019 L0020 L0021 L0022 L0023 L0024 L0025 L0026 L0027 L0028 L0029 L0030 L0031 L0032 L0033 L0034 L0035 L0036 L0037 L0038 L0039 L0040 L0041 L0042 L0043 L0044 L0045 L0046 L0047 L0048 L0049 L0050 L0051 L0052 L0053 L0054 L0055 L0056 L0057 L0058 L0059 L0060 L0061 L0062 L0063 L0064 L0065 L0066 L0067 L0068 L0069 L0070 L0071 L0072 L0073 L0074 L0075 L0076 L0077 L0078 L0079 L0080 L0081 L0082 L0083 L0084 L0085 L0086 L0087 L0088 L0089 L0090 L0091 L0092 L0093 L0094 L0095 L0096 L0097 L0098 L0099 L0100 L0101 L0102 L0103 L0104 L0105 L0106 L0107 L0108 L0109 L0110 L0111 L0112 L0113 L0114 L0115 L0116 L0117 L0118 L0119 L0120 L0121 L0122 L0123 L0124 L0125 L0126 L0127 L0128 L0129 L0130 L0131 L0132 L0133 L0134 L0135 L0136 L0137 L0138 L0139 L0140 L0141 L0142 L0143 L0144 L0145 L0146 L0147 L0148 L0149 L0150 L0151 L0152 L0153 L0154 L0155 L0156 L0157 L0158 L0159 L0160 L0161 L0162 L0163 L0164 L0165 L0166 L0167 L0168 L0169 L0170 L0171 L0172 L0173 L0174 L0175 L0176 L0177 L0178 L0179 L0180 L0181 L0182 L0183 L0184 L0185 L0186 L0187 L0188 L0189 L0190 L0191 L0192 L0193 L0194 L0195 L0196 L0197 L0198 L0199 L0200 L0201 L0202 L0203 L0204 L0205 L0206 L0207 L0208 L0209 L0210 L0211 L0212 L0213 L0214 L0215 L0216 L0217 L0218 L0219 L0220 L0221 L0222 L0223 L0224 L0225 L0226 L0227 L0228 L0229 L0230 L0231 L0232 L0233 L0234 L0235 L0236 L0237 L0238 L0239 L0240 L0241 L0242 L0243 L0244 L0245 L0246 L0247 L0248 L0249 L0250 L0251 L0252 L0253 L0254 L0255 L0256 L0257 L0258 L0259 L0260 L0261 L0262 L0263 L0264 L0265 L0266 L0267 L0268 L0269 L0270 L0271 L0272 L0273 L0274 L0275 L0276 L0277 L0278 L0279 L0280 L0281 L0282 L0283 L0284 L0285 L0286 L0287 L0288 L0289 L0290 L0291 L0292 L0293 L0294 L0295 L0296 L0297 L0298 L0299 L0300 L0301 L0302 L0303 L0304 L0305 L0306 L0307 L0308 L0309 L0310 L0311 L0312 L0313 L0314 L0315 L0316 L0317 L0318 L0319 L0320 L0321 L0322 L0323 L0324 L0325 L0326 L0327 L0328 L0329 L0330 L0331 L0332 L0333 L0334 L0335 L0336 L0337 L0338 L0339 L0340 L0341 L0342 L0343 L0344 L0345 L0346 L0347 L0348 L0349 L0350 L0351 L0352 L0353 L0354 L0355 L0356 L0357 L0358 L0359 L0360 L0361 L0362 L0363 L0364 L0365 L0366 L0367 L0368 L0369 L0370 L0371 L0372 L0373 L0374 L0375 L0376 L0377 L0378 L0379 L0380 L0381 L0382 L0383 L0384 L0385 L0386 L0387 L0388 L0389 L0390 L0391 L0392 L0393 L0394 L0395 L0396 L0397 L0398 L0399 L0400 L0401 L0402 L0403 L0404 L0405 L0406 L0407 L0408 L0409 L0410 L0411 L0412 L0413 L0414 L0415 L0416 L0417 L0418 L0419 L0420 L0421 L0422 L0423 L0424 L0425 L0426 L0427 L0428 L0429 L0430 L0431 L0432 L0433 L0434 L0435 L0436 L0437 L0438 L0439 L0440 L0441 L0442 L0443 L0444 L0445 L0446 L0447 L0448 L0449 L0450 L0451 L0452 L04	
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**Claim Rejections – Payor Won't
Even Let Them In The Door**



**Not Enough Information –
Didn't Respond to ADR**



How does a Rehabilitated Claim Stay Clean – Can We Prevent Recidivism



- Working Eligibility Response Data to Identify Errors In Registration Information
- Correction of Errors ASAP
- Tracking of QA and Reporting Back to Registrar or Scheduler
- Automation of All Those Tasks



- Scrub Claim Data for Errors that Create Claim Rejections
- Find and Fix Managed Care Coverage or Hospice Indicators
- Compare and Fix mismatches to Provider Enrollment, Chain, and Ownership System (PECOS) data prior to claim rejection



- Work Additional Document Requests as soon as they are created to accelerate cash, reduce denials, and bring down AR days
- Automate update of most common missing information on claim forms, NDC for J3490, modifiers, etc.



Preventing Claim Errors Rather Than Correcting Them Requires a Commitment to Front Revenue Cycle Resources and to Provide Them The Tools to Catch Errors Before They Get The Claim Locked Up in The Department of Corrections

Experience the ABSOLUTE network effect.

Questions

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