

REVENUE CYCLE CLAIMS, DENIALS, AND APPEALS SURVEY SUMMARY REPORT

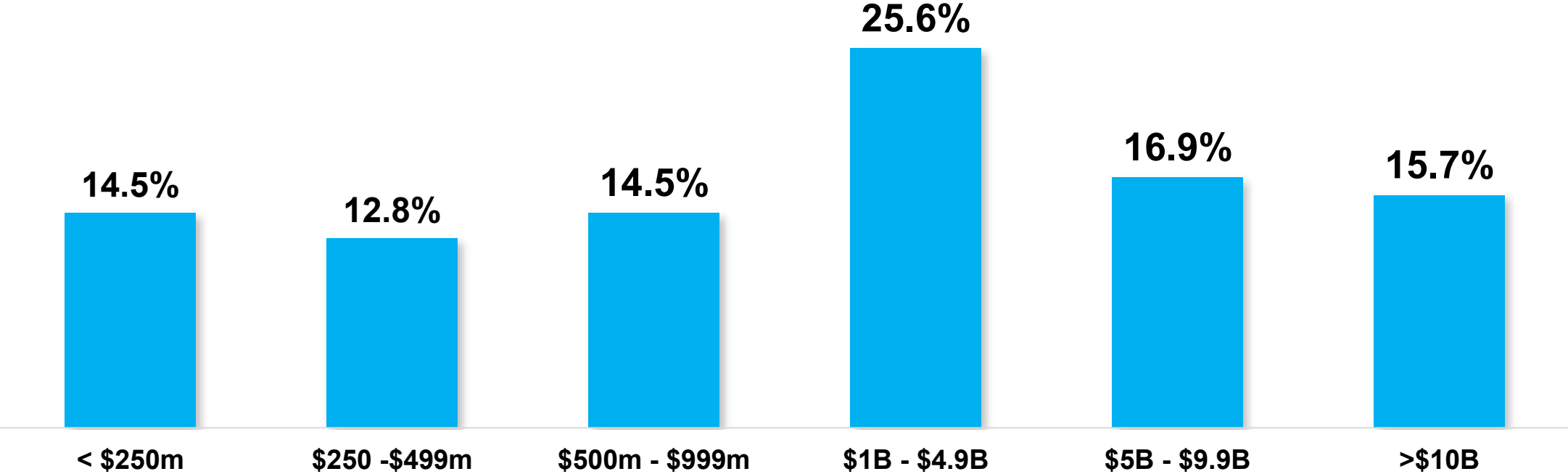
Survey Conducted by HFMA
Sponsored by Knowtion Health



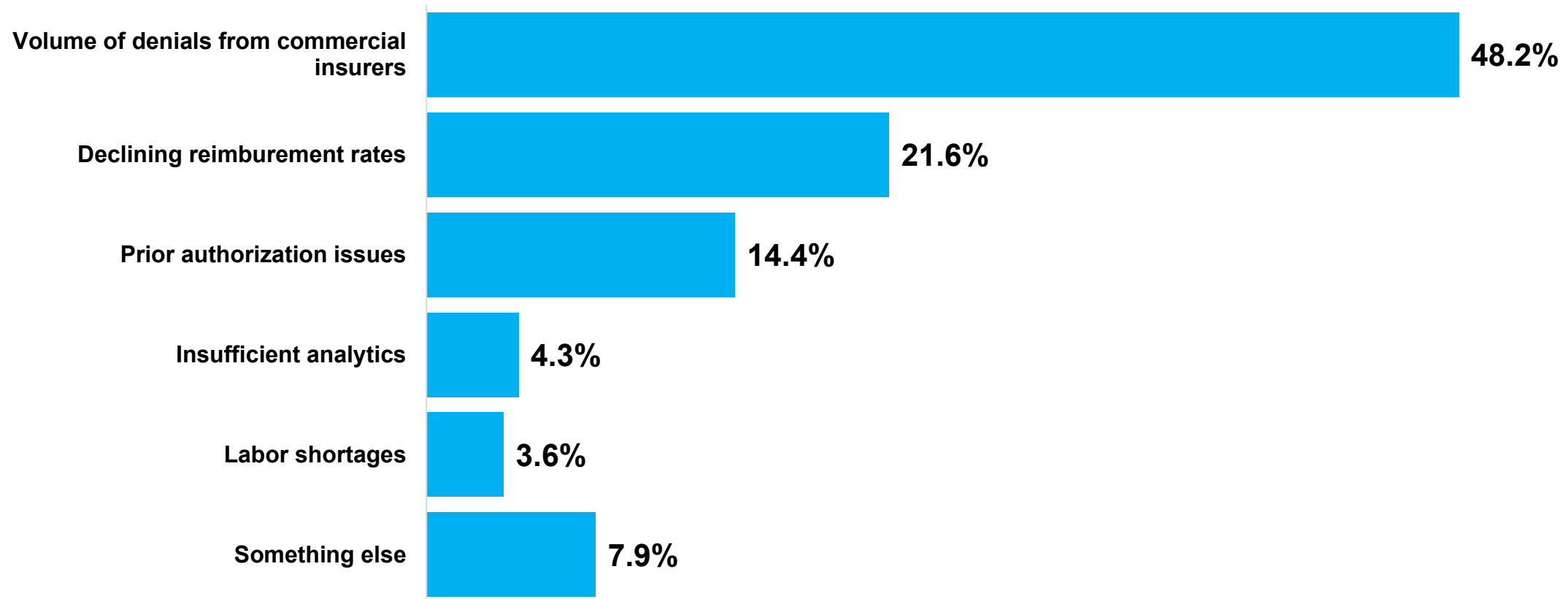
Overview

- Online survey
 - Participants were of director level and above from hospitals and health systems
 - Participants job functions spanned: Revenue Integrity, Revenue Cycle Management, Administration/Operations, Finance, and Patient Financial Services
 - 172 respondents resulting in 106 completed surveys
- Survey fielded November 13, 2024 – December 9, 2024

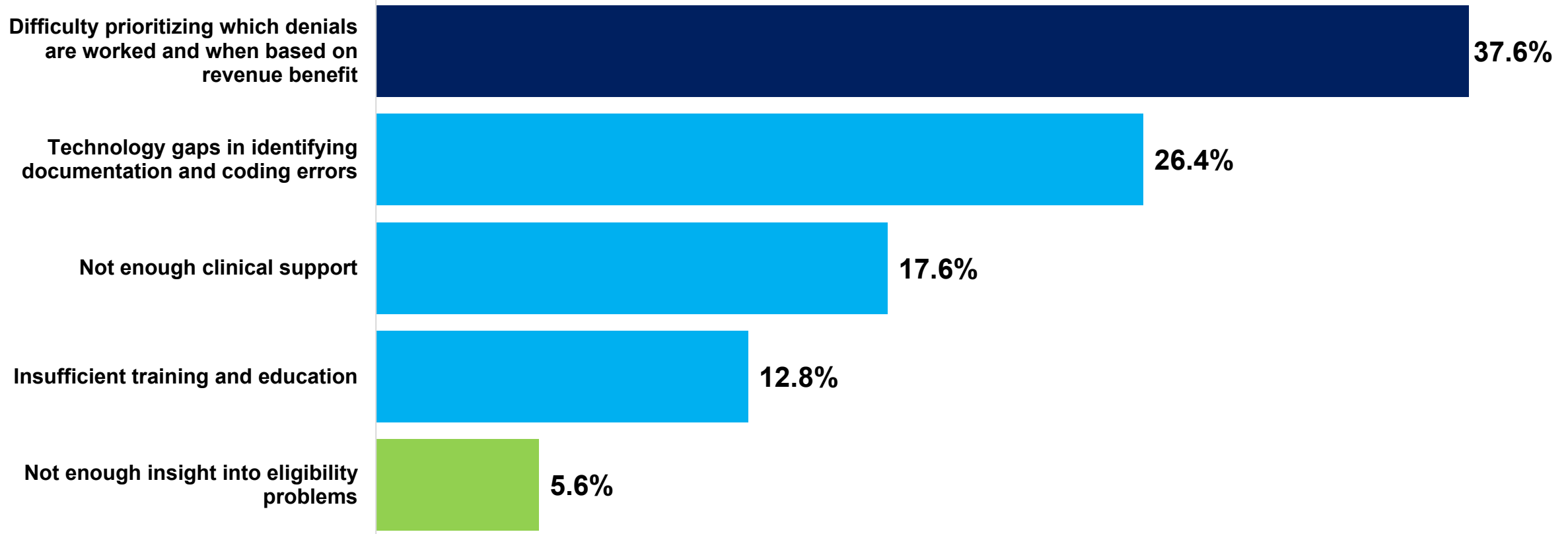
What is your organization's annual net patient revenue?



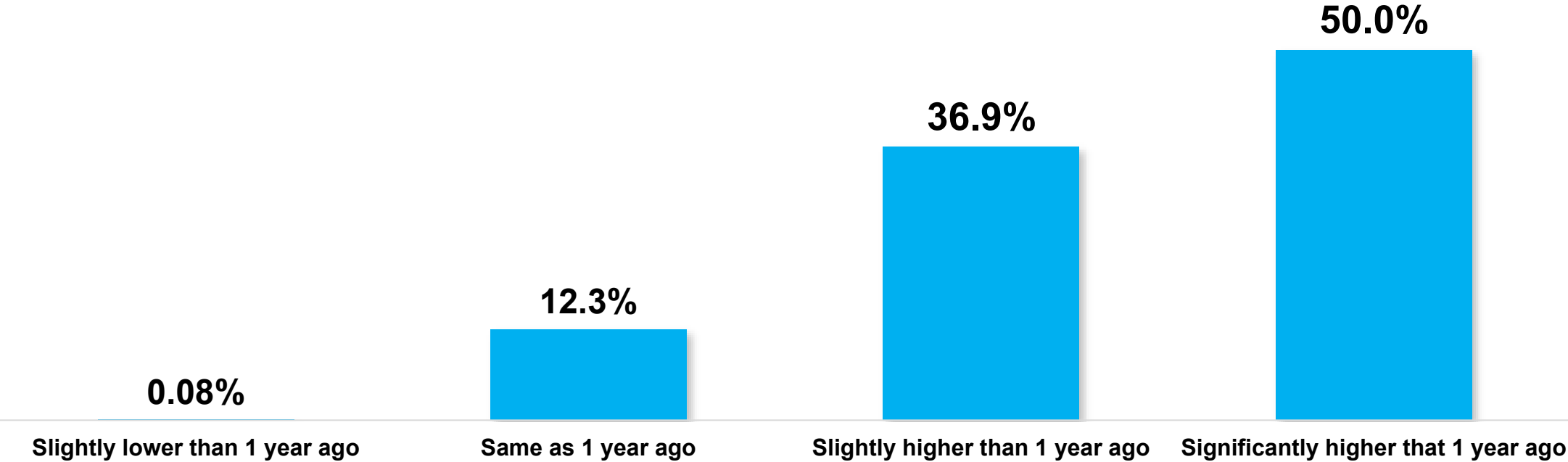
Which of the following is the greatest threat to your organization's revenue cycle?



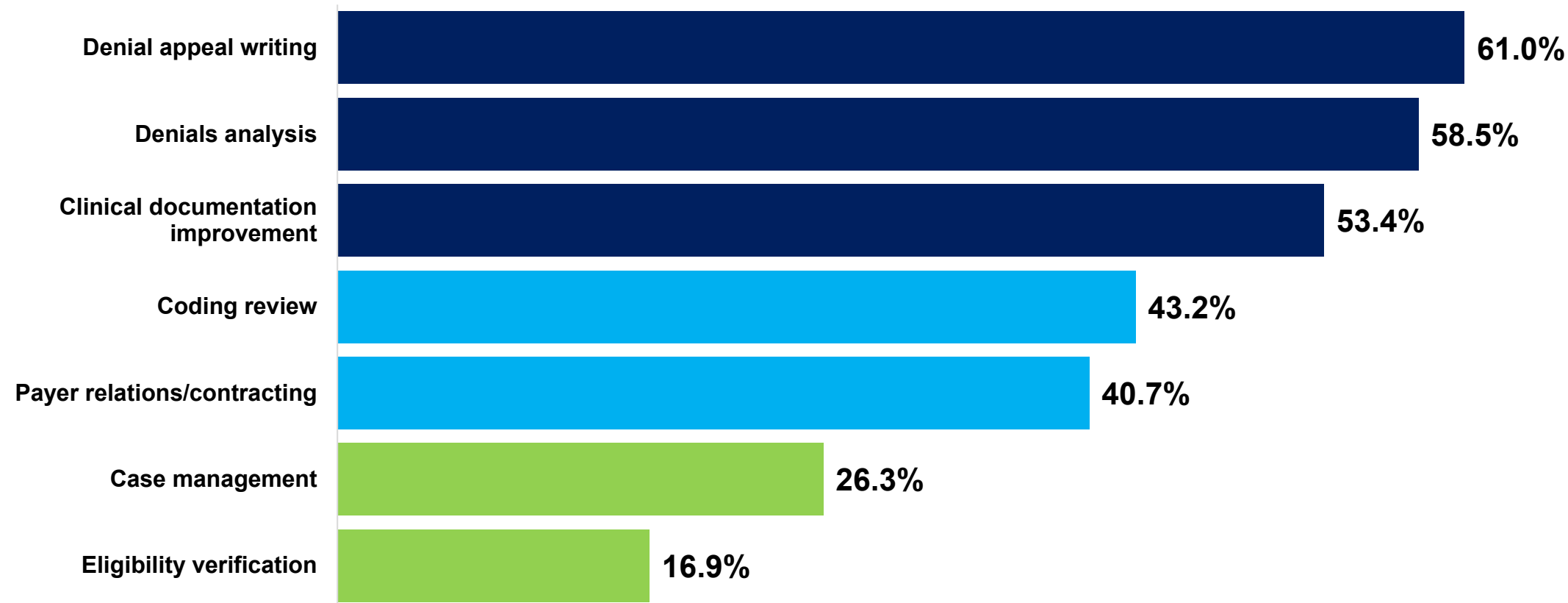
Which of the following is your biggest barrier to improving revenue recovery from denials/underpayment?



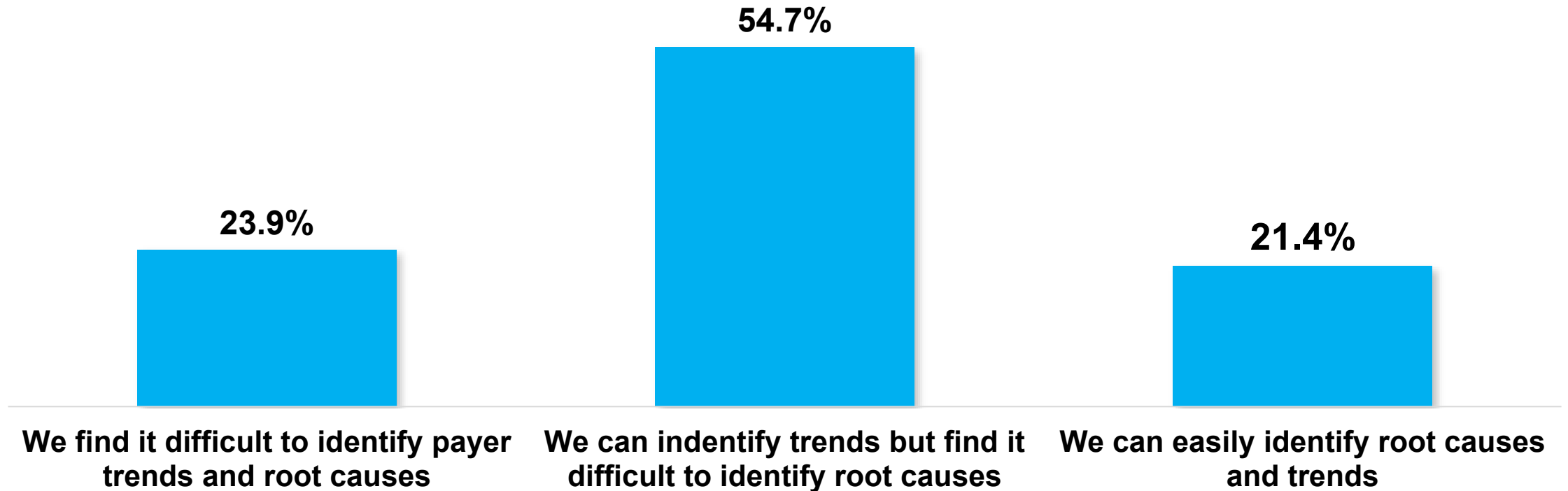
Overall, how would you describe the volume of payer requests for information you received over the past year?



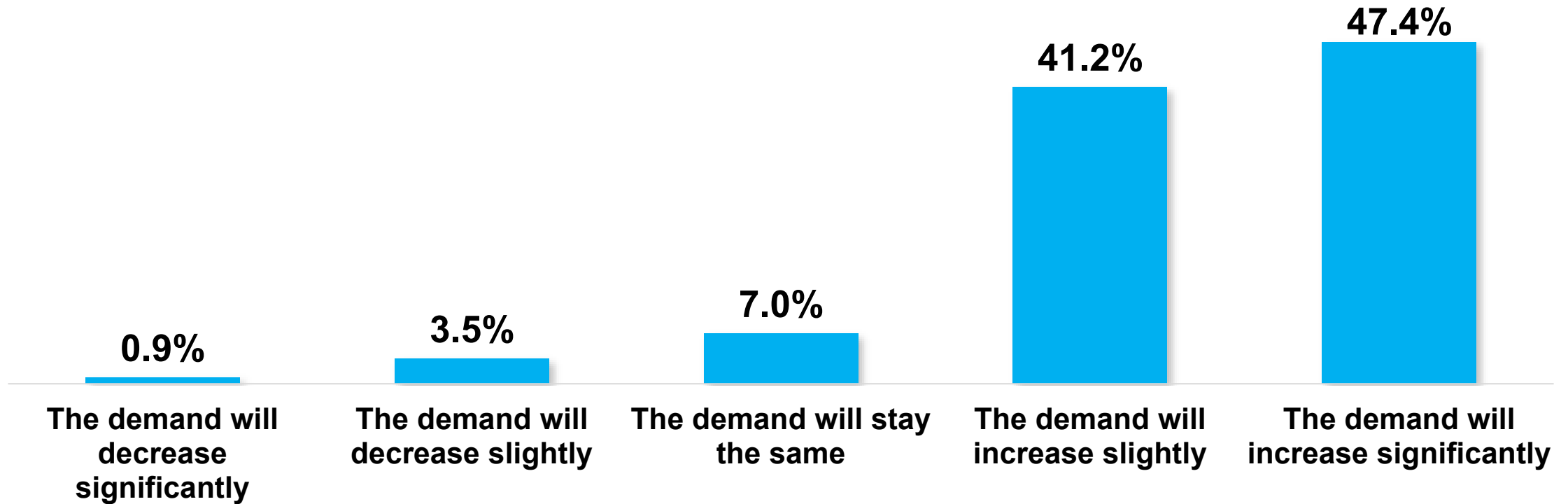
Which three roles on your denials team are likely to present the most difficulty staffing over the next three years?



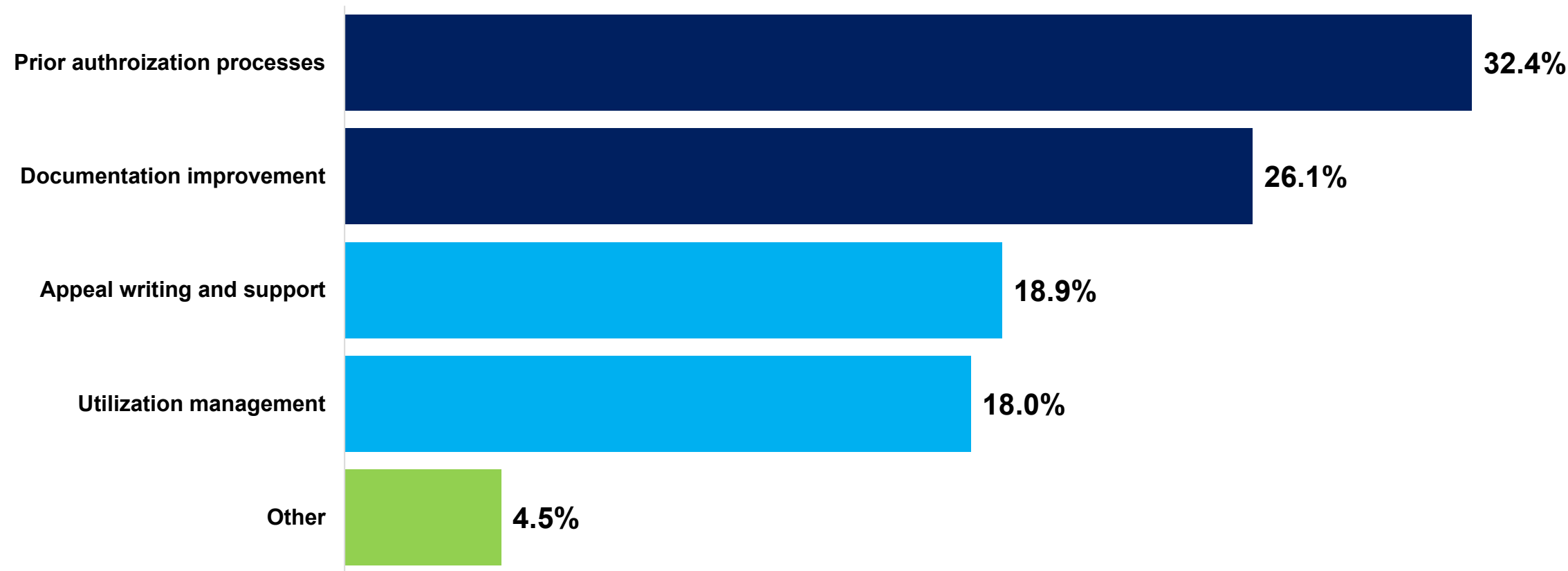
Which of the following statements best describes your organization's ability to track commercial payer adherence to contractual obligations and regulatory requirement? (i.e., your payer performance scorecards)



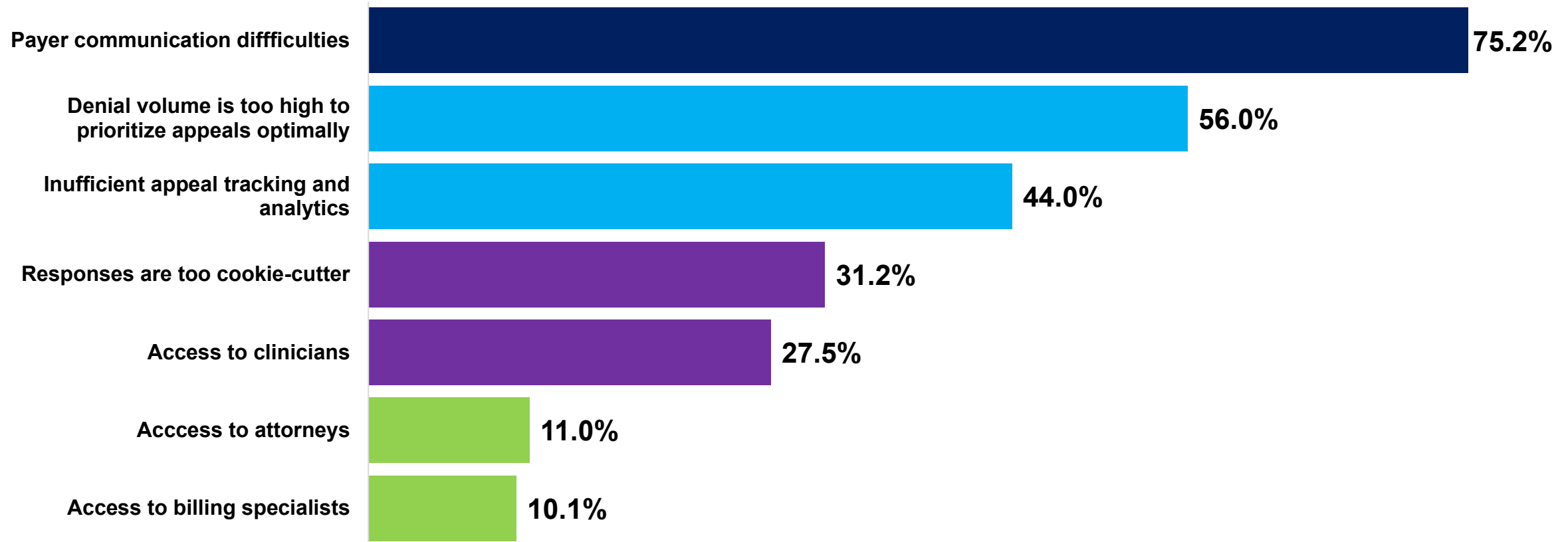
Looking ahead to the next three years, how do you expect overall demand for clinician support (i.e. appeal writing, medical necessity verification, utilization review, etc.) in your denials management strategy to change?



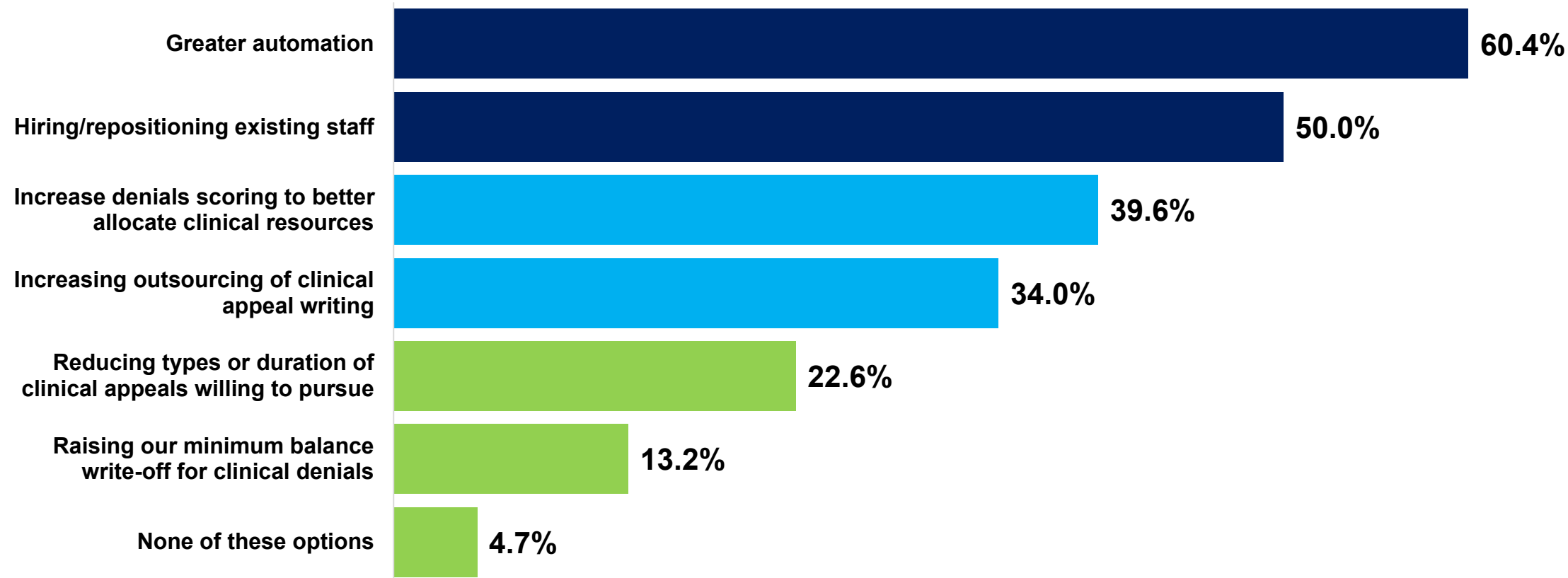
When it comes to denials management, where do you see the greatest difficulty in revenue cycle and clinician collaboration?



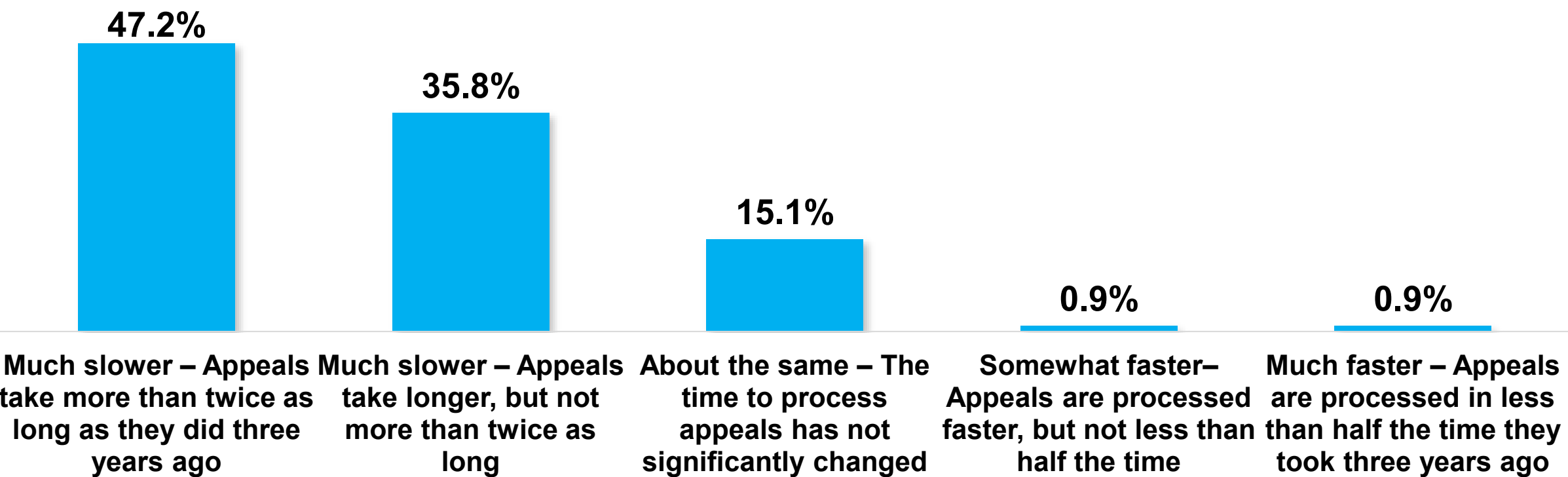
What are your greatest barriers to improving appeals performance? (Please select up to 3 choices.)



How are you most successfully addressing the need for clinician input into the appeal process? (Please select up to 3 choices.)



How does the time commercial payers take to process appeals today compare to three years ago?



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