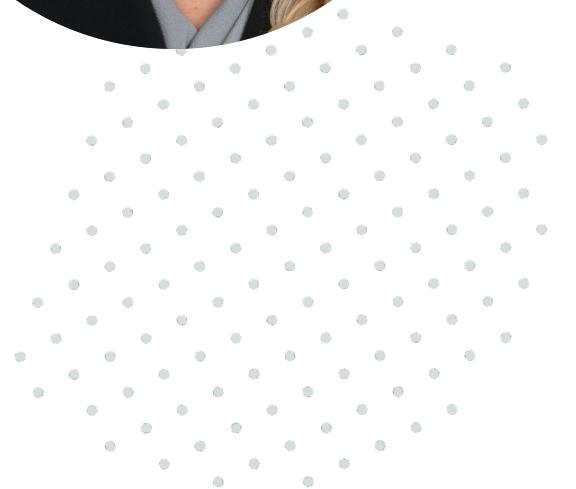


Denial Management 2.0: Peer Tactics for Smarter Denial Management in Changing Times

Objectives

- **Recognize industry shifts in managing denials and appeals processes.**
- **Compare revenue cycle challenges and near-term plans with insights from the broader industry.**
- **Consider implementing practical and aspirational peer tactics to improve denial recovery rates and time to resolution.**





Sarah Loeffler
Vice President
Thought Leadership & Content

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Meet Our Panel



Kathy LeBrew

Executive VP, Chief Transformation Officer & Chief Revenue Officer



Brittany Roth

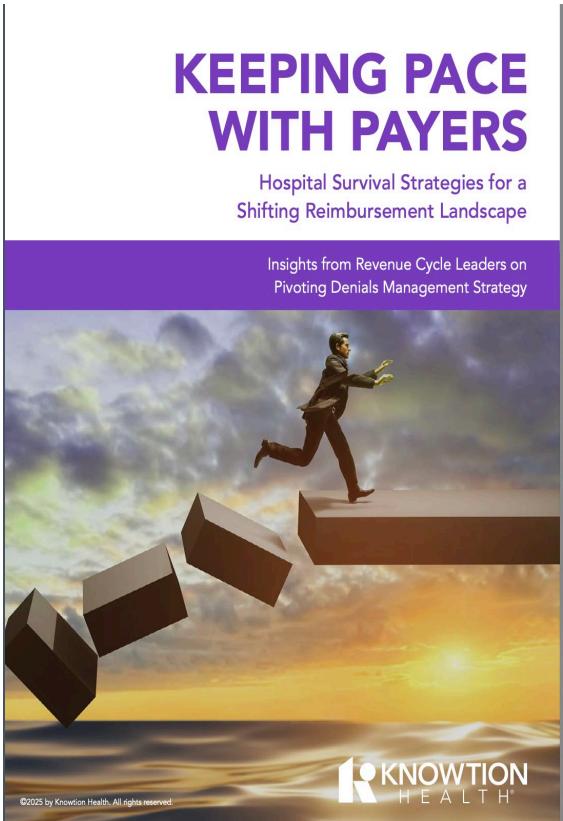
Executive Director of Revenue Integrity & Quality Improvement



Ted Syverson

Interim VP of Revenue Cycle



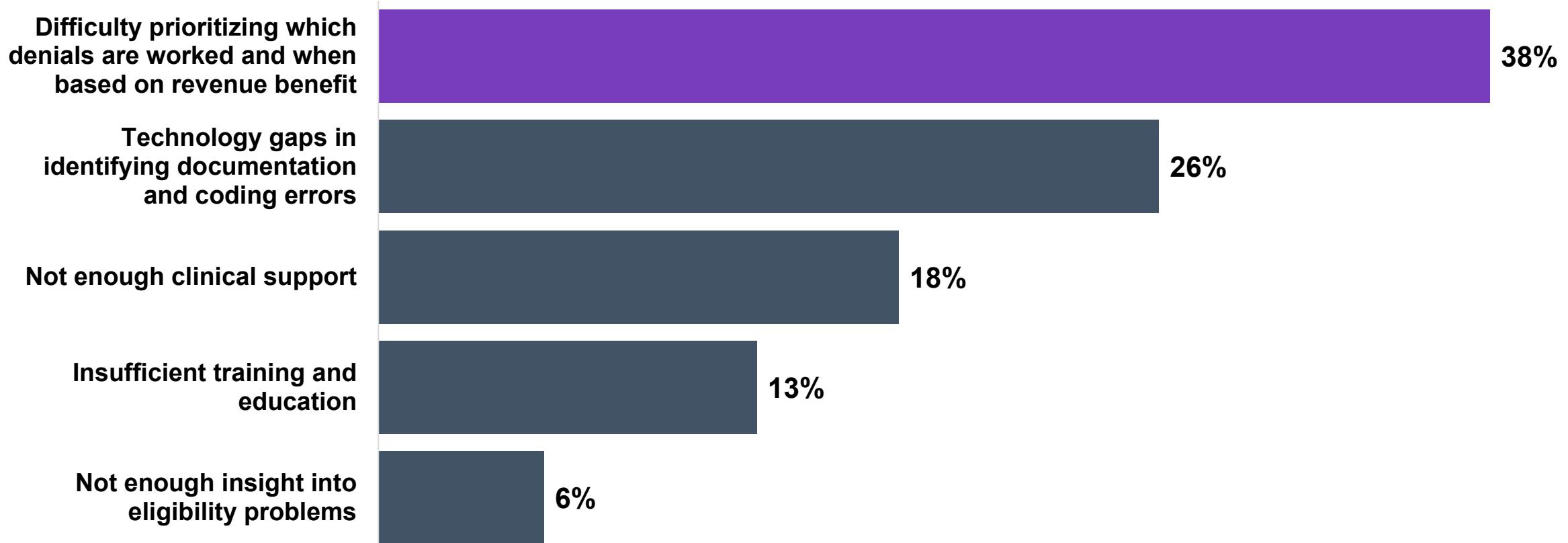


147 Revenue Cycle Leaders

HFMA Conducted; Analysis by Knowtion Health

<https://www.knowtionhealth.com/denials-research-report>

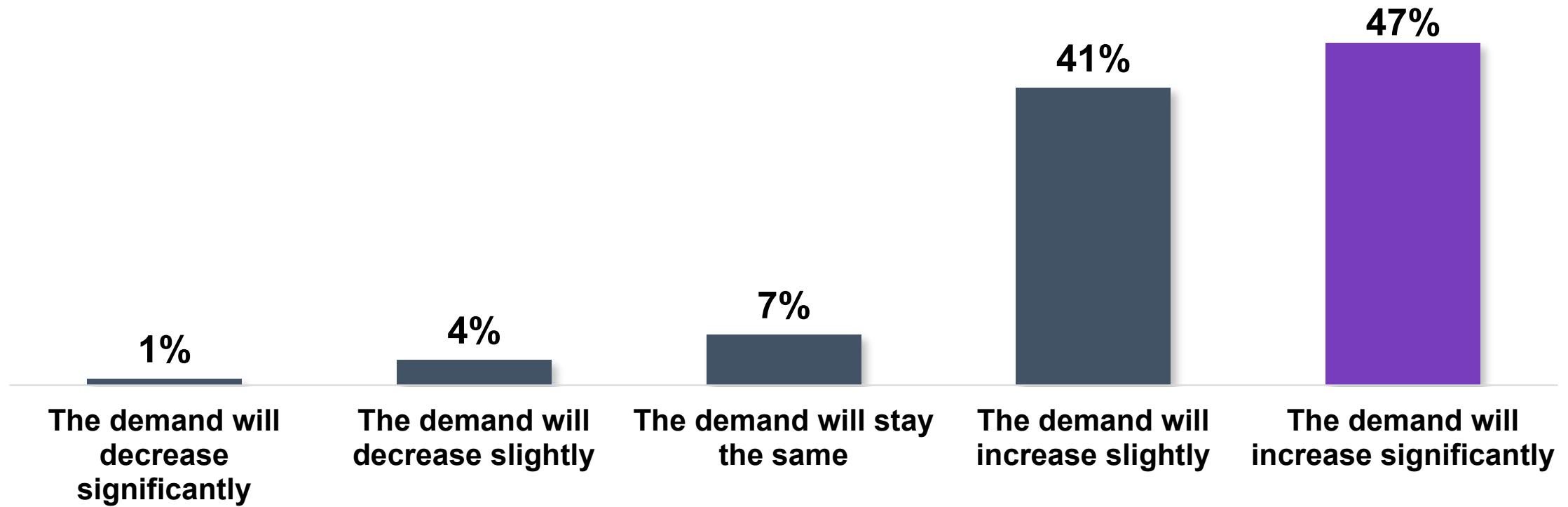
Which of the following is your biggest barrier to improving revenue recovery from denials/underpayment?



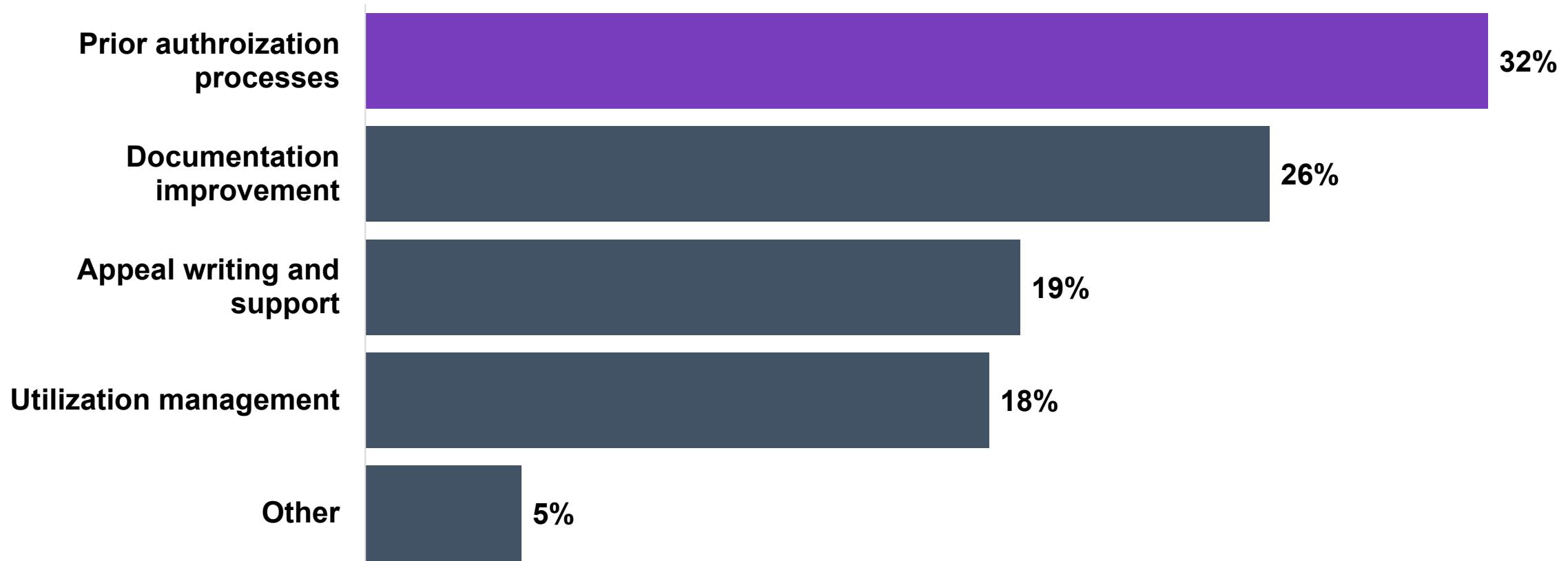
**How is your ANSI committee
changing how you look at
denials?**

How does joint reporting that includes revenue integrity and improvement shape your approach to denials?

Looking ahead to the next 3 years, how do you expect overall demand for clinician support in your denials management strategy to change? (i.e. appeal writing, medical necessity verification, UR, etc.)



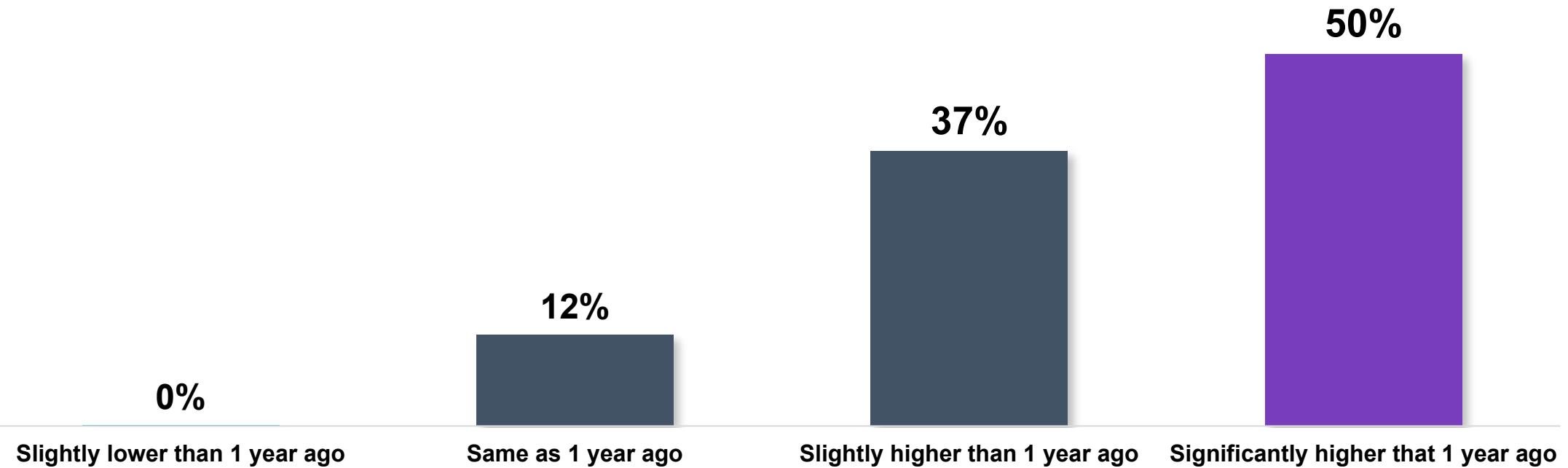
When it comes to denials management, where do you see the greatest difficulty in revenue cycle and clinician collaboration?



**What are you learning from
your clinical denial
workgroup?**

What reporting efforts are you using to provide clinical leaders with better insights?

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



**Any advice for managing
increases in
Requests for Information?**

Question & Answer

