

# **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.





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**Vice President  
Thought Leadership & Content**

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# Meet Our Panel



**Kathy LeBrew**

Executive VP, Chief Transformation  
Officer & Chief Revenue Officer



**Brittany Roth**

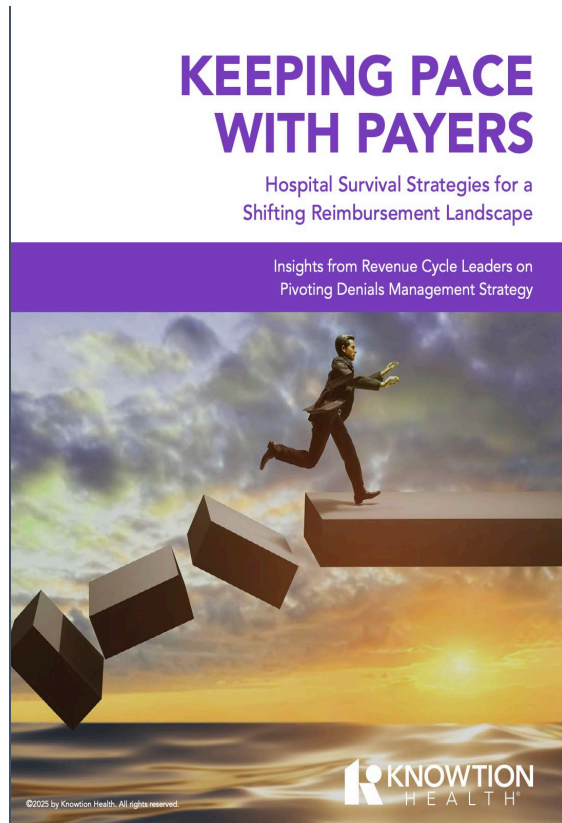
Executive Director of Revenue  
Integrity & Quality Improvement



**Ted Syverson**

Interim VP of Revenue Cycle



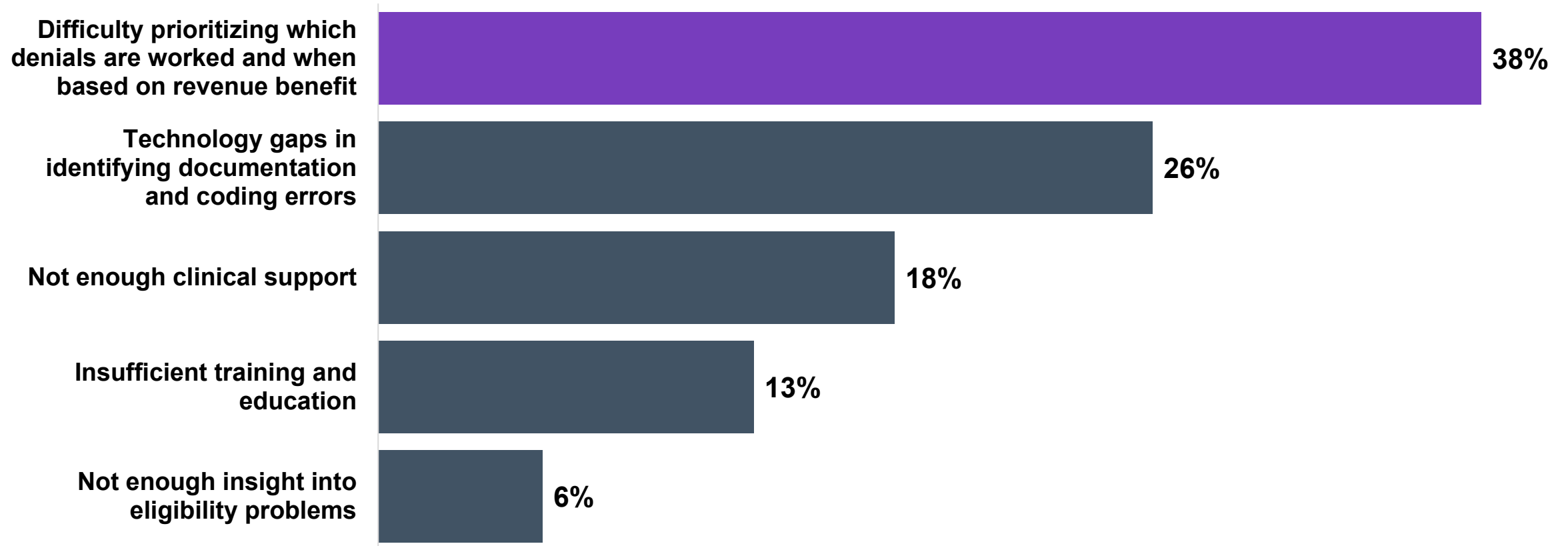


## **147 Revenue Cycle Leaders**

## **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?



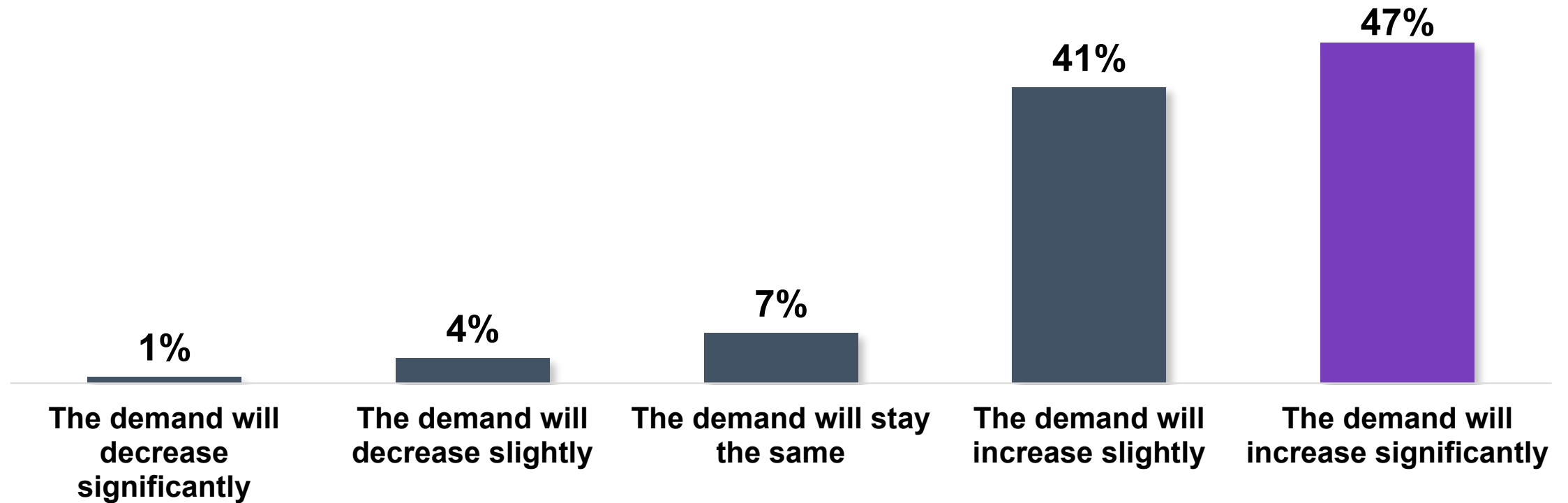
**How is your ANSI committee  
changing how you look at  
denials?**



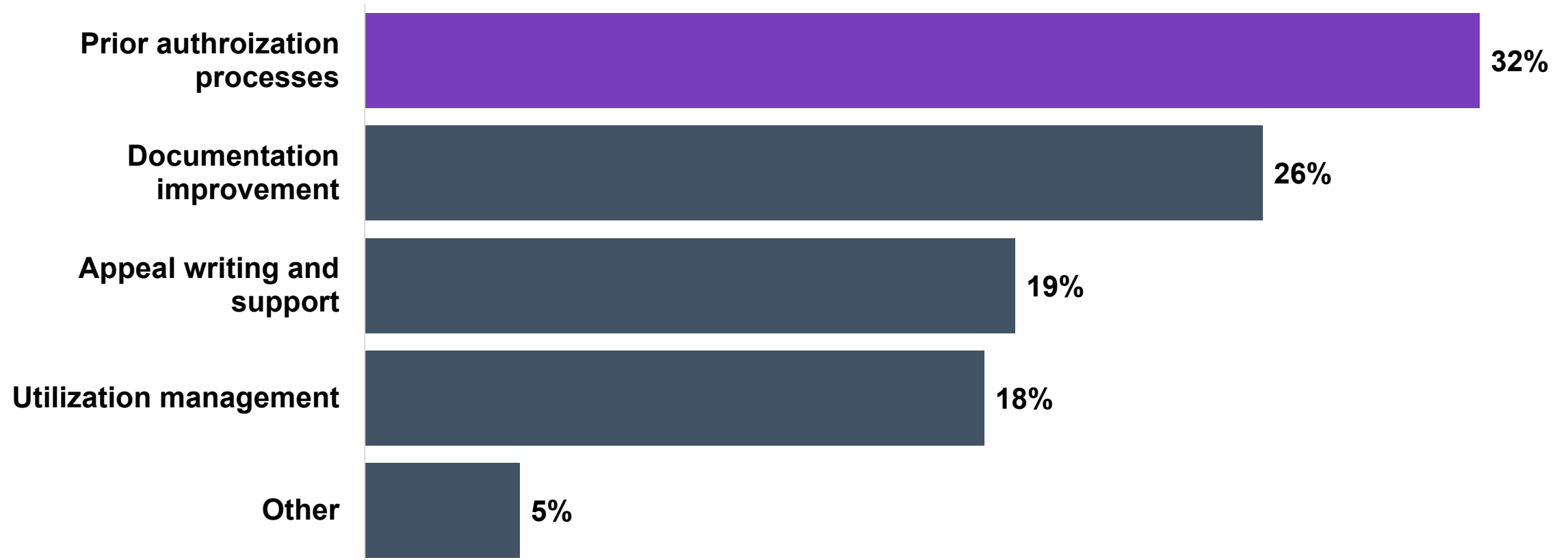
**How does joint reporting that includes revenue integrity and improvement shape your approach to denials?**



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.)



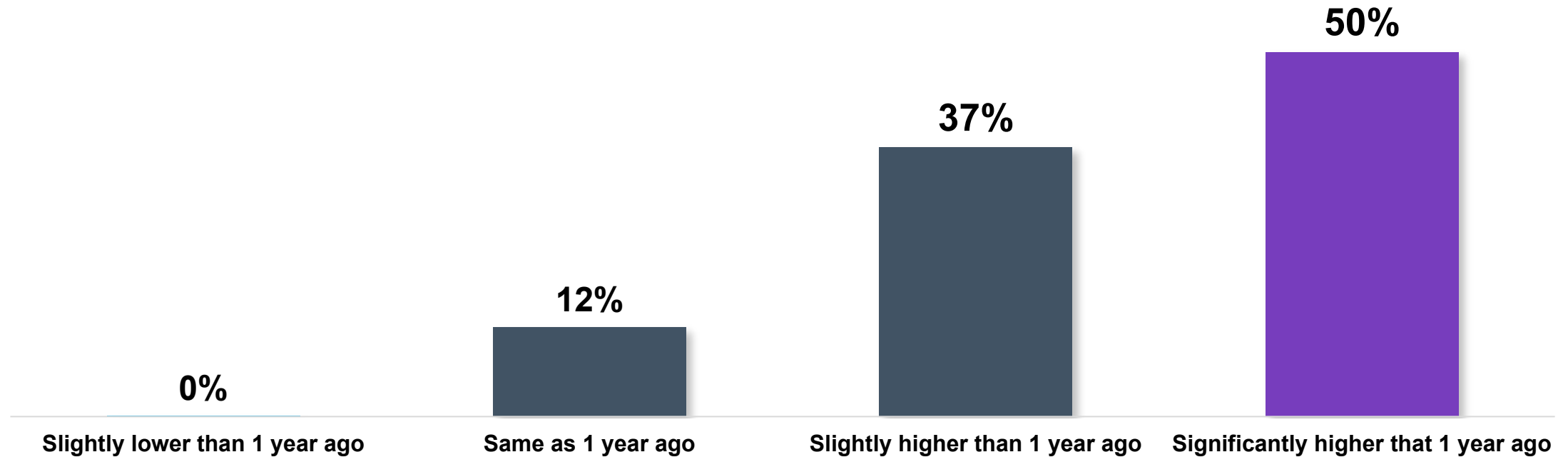
## When it comes to denials management, where do you see the greatest difficulty in revenue cycle and clinician collaboration?



**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

