Providers receive denial information from multiple sources and in multiple formats. Without the proper automation to streamline processes, organize data, identify root causes, and provide department feedback to enable prevention, they risk losing millions of dollars each year. Denied claims can cost the average organization as much as three percent of annual patient revenues—which translates to millions of dollars of avoidable write-offs.

**Applying people, processes, and technology to prevent denials**

Optum™ Denial Recovery Service is a complete solution that incorporates people, processes, and technology to prevent denials in the long-term and improve cash flow in the short-term.

**Denial Recovery Service helps you:**

**Increase denied claims recovery.** Comprehensive denial capture, workflow, and reporting tools in a leave-behind technology—along with documented procedures—help you increase cash recovery.

**Prevent future denials.** We combine technologies with expert services staff to help hospitals identify the root causes of denied claims and communicate quantifiable issues back to various departments, enabling prevention of future denials.

**Build sustainable process improvements.** We help you create sustainable, best practice procedures for effective denial prevention and resolution to improve revenue cycle results.

**Capture comprehensive payer responses.** We aggregate denial data from multiple sources so you can map the hundreds of denial reasons into a smaller set of denial types for more efficient management, denial resolution, trend analysis, and reporting.

**Leverage professional services.** We work with your team to identify high-impact denials, top priority issues, and best practice procedures for effective denial prevention and resolution, supported by our robust reporting and denial management experience.
Sustain improved processes and technology. Eventually, your organization will be able to assume full denial management responsibility, and we will transition the technology and processes back to you for long-term, sustained improvement.

Employ sophisticated tools. We combine the capabilities of our Optum eFR® Platform and Payment Management technologies to automate processes and workflow, boost accuracy, and speed cash posting.

Optum Denial Recovery Service:

Increases cash collections both short- and long-term. Our technology captures more denials, and we focus our skilled, dedicated staff on quickly resolving and collecting those accounts.

Prevents denials by identifying root causes. Up-to-date denial reporting with extensive analytics and drill down capability provides information that facilitates detailed analysis of root causes and problem areas.

Reduces write-offs and protects revenue. We assist your team with a combination of reporting, support, and recommendations that help you collaborate interdepartmentally to ultimately reduce write-offs and protect your revenue.

Provides tools and processes for sustainable improvement. The combination of leave-behind technology and documentation ensures a solid foundation for ongoing process improvement.

Supports the transition back to your in-house staff. We actively facilitate knowledge transfer throughout the process, and offer you the opportunity to employ our specialists as your own.

Powerful, sophisticated technology

Our Denial Recovery Service combines leave-behind, configurable technology with professional services to help you develop a long-term denial strategy. Through this solution, we gather denial data from all sources to provide meaningful and actionable information that enables improved denial capture, recovery processes, and cash collections.

The eFR Platform acts as a data repository and includes automated workflow that increases efficiency, supports internal communication, and offers transparency into denial resolution activity.

The eFR Revenue Cycle Dashboard provides up-to-date denial reporting with extensive analytics and drill down capability, allowing detailed analysis of root causes and problem areas.

Payment Management accepts payment data from all sources and converts hardcopy EOBs into standard 835 remittances for efficient, automated posting and comprehensive remittance reporting. It also posts cash faster and more accurately than manual processes, supporting your overall revenue cycle and cash flow improvement.

Our expertise in denial management helps your organization increase denial recovery and workflow efficiency, resulting in a significant impact on your bottom line. Because your cost is based on our performance, you are guaranteed that we will help you get paid.

Recover more cash from your denials and improve future revenue recovery.

For more information:
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