



Denial Management Made Easy!

Client

A West coast-based healthcare service provider was facing challenges on the RCM front, especially on Denial Management. Their service level agreements required them to churn out large number of insurance claims within a stipulated time.

Substantial amount of resources was utilized for the Denial Management process. However, the client was facing both soft and hard denials of which about 70% of total denials being preventable. Client was facing denials due to registration inaccuracies, invalid codes, inappropriate credentialing and other reasons. About 40% of these denials were never worked in time resulting in an estimated loss of 3% revenue and cost of reworking a claim was close to \$30.



EXDIONRCM

Solution

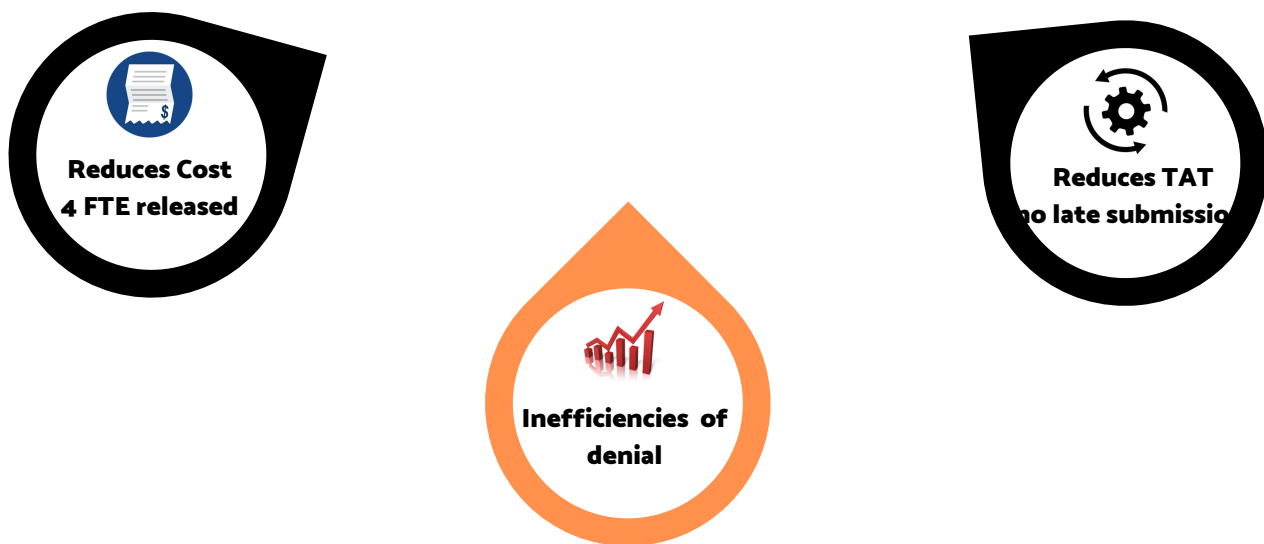
Traditionally the process was managed by 20 associates. Manual entry process had its shortcomings: rework, productivity & absenteeism. Denial Management required the data to be entered in a specific format and supported by an appeal document. Any misgivings here and the payments were rejected.

ExdionRCM team conducted a process audit to understand the SLAs, workflows and desired throughput. We suggested standardization of pre-registration information and deployed ExdionDM, a smart AI led solution and designed a human assisted denial workflow management process. ExdionDM uses ML models to automatically generate the appropriate appeal forms by auto filling the relevant information and claim documents from PMS, thus completely eliminating preventable errors. ExdionDM also stores all the documents in a folder for subsequent review. If there are exceptions, ExdionDM flags it to the supervisor who can take any corrective actions. Once the exception is reviewed, ExdionDM learns from the new scenario and readies itself to use the new chunk of information for future processing.

Benefits

With ExdionDM implementation, the client benefited from both direct and indirect benefits.

Direct Benefits:



The major indirect benefits were:

- Smoother denial management operations
- Release of manpower from repetitive work
- Increased work satisfaction of employees and less attrition

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