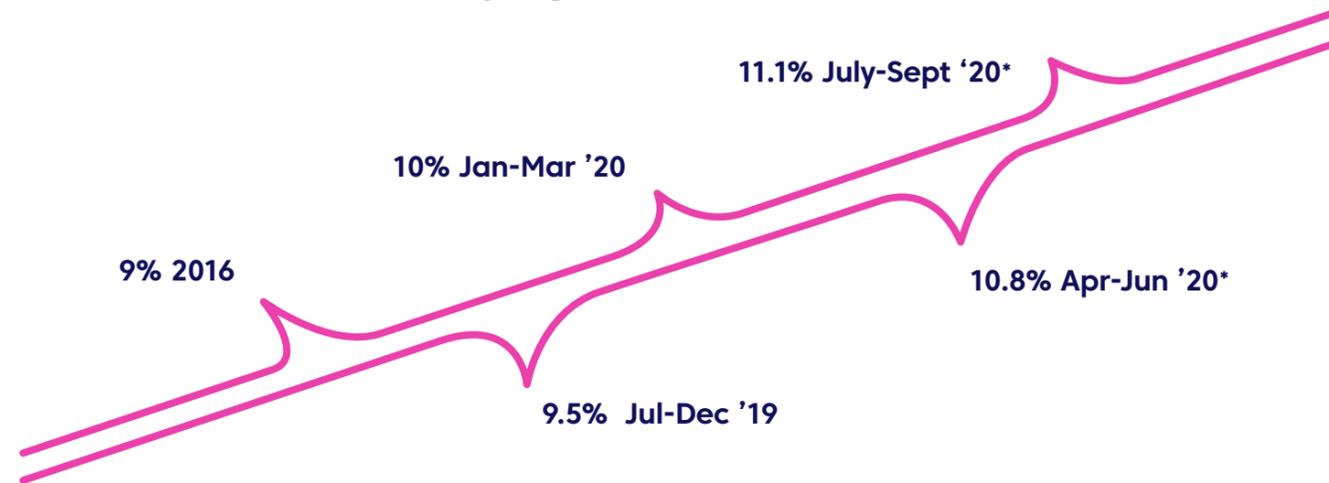


A Thorn in Your Side: How to Buck the Denials Trend

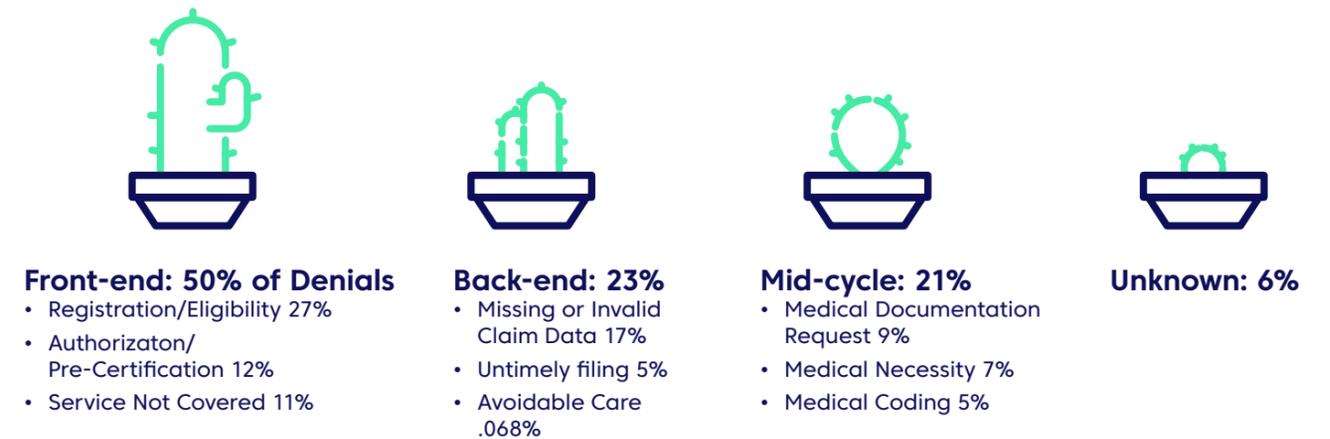
Denials Are Trending Upward¹



The Denials Pain: Denials continue to be a frustrating, costly challenge, placing millions of dollars of revenue at risk for most hospitals¹.

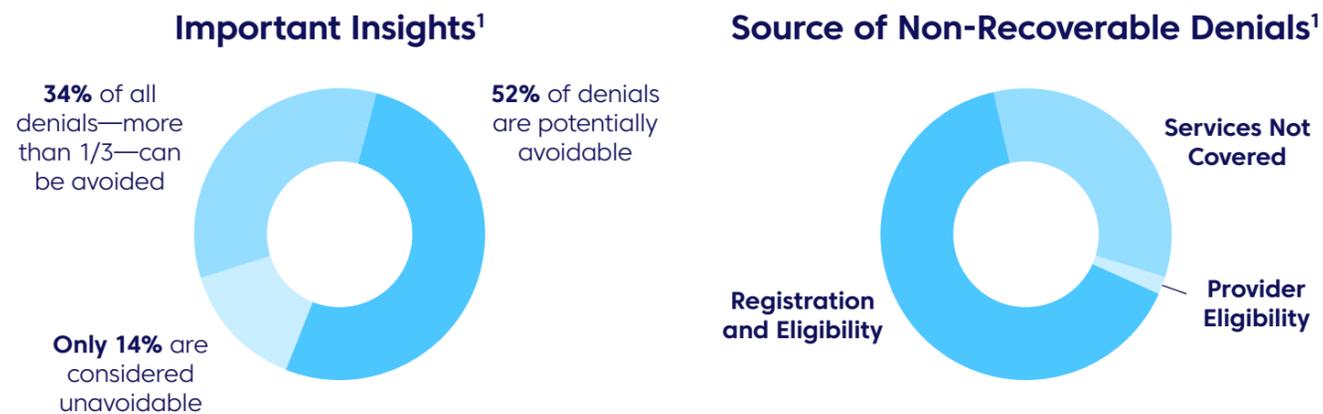
Denials were on an upward trajectory pre-pandemic; this graph presents 2020 data by quarter to acknowledge the pandemic and its possible correlation with increasing denials.

Where Errors Occur¹



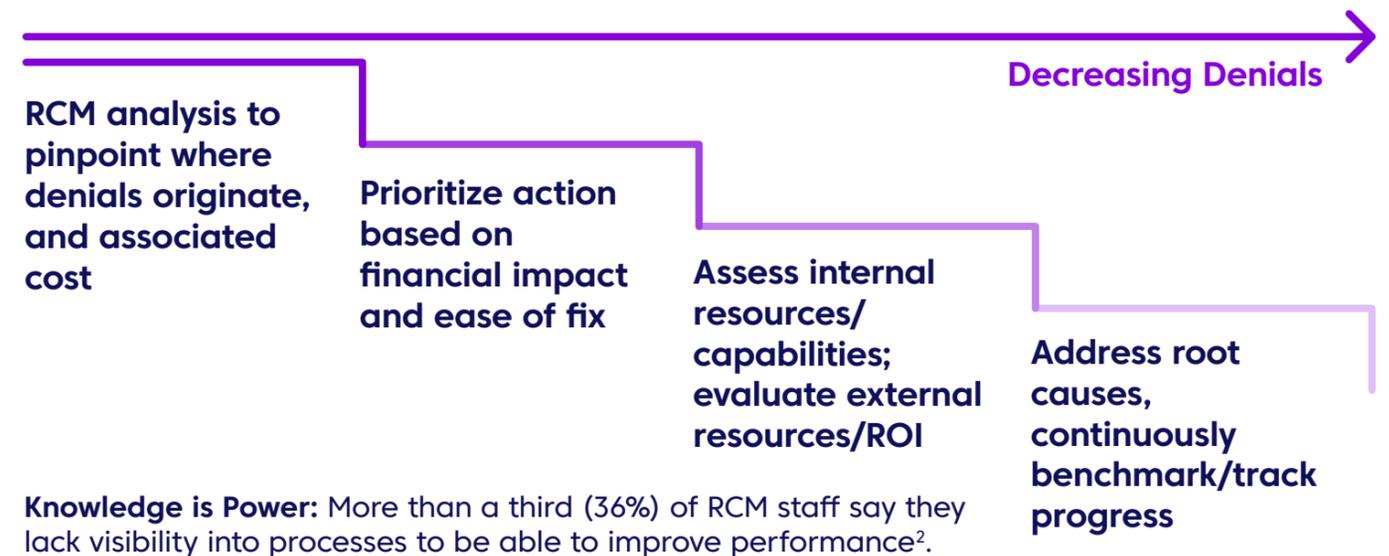
Perception vs. Reality: 78% of Finance and RCM staff report being very/extremely satisfied with their insurance-verification performance², yet Registration/Eligibility (which encompasses this function) is the highest single source of denials at 27%¹.

Providers Can Take Charge



The Front-end Irony: Most front-end denials are preventable, yet nearly 50% of all denials—and 100% of all non-recoverable denials—originate here¹.

Four-Step Process to Stop the Denial Pain



Knowledge is Power: More than a third (36%) of RCM staff say they lack visibility into processes to be able to improve performance².

¹ The Change Healthcare 2020 Revenue Cycle Denials Index is based on an internal analysis of ~102 million inpatient/outpatient claims processed between July 2019 and June 2020 by Change Healthcare, representing 1,500+ hospitals and \$407 billion in total charges.
² Change Healthcare April-May 2020 survey of 200 Finance and Revenue Cycle Management (RCM) staff regarding their satisfaction with performance on RCM Key Performance Indicators (KPIs)

Get the full report, *The Change Healthcare 2020 Revenue Cycle Denials Index*—a review of national medical claim denial trends and root causes, and strategies to help providers reduce their denial rate