

REVENUE CYCLE EXCELLENCE: DENIALS MITIGATION

LIVE ONLINE
OCT. 22, 2024

Across the country, hospitals and health systems continue to face rising rates of payer denials, causing financial hardship that hinders innovation, throttles investment, and in many cases, reduces access to patient care. In response, organizations are forced to divert scarce resources towards managing denials and reimbursement roadblocks, draining operational capacity of revenue cycle teams and compromising fiscal stability in an environment where margins and staffing are already a paramount concern.

This three-hour intensive delves into the multifaceted challenges posed by denials, equipping attendees with a comprehensive arsenal of strategies to mitigate their impact. Industry leaders will share their insights, experiences, and proven tactics to tackle denials from three critical vantage points: assessing their far-reaching ramifications, implementing proactive prevention measures, and optimizing denial management processes.

11:45 ET | Log-in & Opening Remarks

12:00 ET | Impact of Denials on Hospital Revenue, Operations, and Patients

Escalating denial rates have widespread consequences on hospitals and health systems, extending far beyond the immediate impact of financial losses. Diminished revenue streams resulting from denials can cripple financial stability, reducing the ability to invest in innovative treatments, cutting-edge technology, and top-tier talent. In addition continued escalation of denials are impacting patient access and satisfaction, as patients and families face unexpected out-of-pocket costs, or even delay or forgo care as a result of cost barriers.

- Impact of denials on revenue generation
- Reductions in growth & facility investment
- Impact on patient access & satisfaction

12:45 ET | Coffee & Networking Break

1:00 ET | Proactive Approaches to Denial Prevention

In order to reduce denial rates, hospitals and health systems are identifying and addressing root causes of denials, in an attempt to combat denials before they occur. Sharing insight on conducting comprehensive root cause analyses and leveraging data to identify and quantify denials, this discussion will delve into the people, processes, and technology that can reduce denials at the source. In addition, panelists will discuss monitoring contract changes, performance, and address the use of denial data in reframing contract negotiation in order to establish more favorable terms.

- Use of root cause analysis to address denials
- Continuous payer contract monitoring
- Leverage of denial data in contract negotiations

1:30 ET | Coffee & Networking Break

1:45 ET | Mastering Denials Management: Internal + External Collaboration

Despite preventative efforts at reducing denial rates, healthcare professionals will inevitably face denials that must be managed and resolved, and this discussion will focus on streamlining and optimizing processes for resolving denials. Areas of discussion will include fostering collaborative approaches – both internally across departments, and externally with payers – to facilitate smoother and faster appeals. Additionally, leaders will demonstrate how to leverage data-driven insights to prioritize and resolve denials in batches for maximum efficiency.

- Collaborative approaches to streamlined denials
- Prioritizing and resolving denial in batches
- Use of technology to automate & accelerate

2:15 ET | Open Networking & Program Conclusion