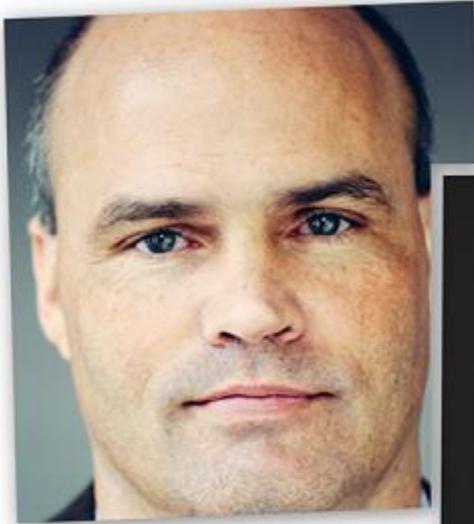


Featured
Speakers!



THOMAS JOINER, PhD
ROBERT O. LAWTON DISTINGUISHED PROFESSOR
OF PSYCHOLOGY
DIRECTOR, FSU PSYCHOLOGY CLINIC
FLORIDA STATE UNIVERSITY



JOHNNY C. TAYLOR, JR., SHRM-SCP
PRESIDENT & CEO
SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM)



DIXON CHIBANDA, PhD
PRINCIPAL INVESTIGATOR, FRIENDSHIP BENCH ZIMBABWE
DIRECTOR, AFRICAN MENTAL HEALTH RESEARCH INITIATIVE,
UNIVERSITY OF ZIMBABWE

Join us in Austin, Texas, from April 5-7 for NatCon20!

Visit NatCon20.org to register today.

Financial Focus:

Insights into Accounts Receivable & Denial Management

*Monday, October 21
3-3:50 p.m. EST*

Today's Presenters

- **Kevin McDonald:** Senior Vice President of Sales and Marketing
 - AdvantEdge Healthcare Solutions
- **Elizabeth Saylor:** Chief Financial Officer
 - Intermountain Healthcare
- **Sean Munster:** Vice President of Behavioral Health
 - AdvantEdge Healthcare Solutions

AdvantEdge Overview

<https://ahsrcm.com>

AdvantEdge

Healthcare Solutions

COMPANY OVERVIEW

1967 Over 50 Years Serving Providers

Since **1987** The Nations Largest Behavioral Health Biller

BILLING & CODING REVENUE CYCLE MANAGEMENT COMPANY

NATIONAL TOP 10

Billing more than 10 million patient visits with over 22 million procedures in 2018

> \$1 Billion in Client Revenue Collected Annually

>800 EMPLOYEES

97% CLIENT RETENTION RATE

In-House IT & Development Staff

GLOBAL EMPLOYER NO OUTSOURCING

Billing Performance That Matters

ahsrcm.com 877 501 1611

Intermountain Overview



- Located in Helena, Montana
- 501(c)(3)
- Child & Family Therapy
- Substance Abuse Services
- Residential Treatment Services
- School-Based
- Intermountainhealthcare.org

5 Keys to Maximizing Reimbursement

Authorizations and Eligibility Verification (Next Webinar)

Timely Claim Submissions

Understanding Key Performance Indicators

Schedule Service Preparation and Education (Credentialing)

Payment Posting and Denial Management

Timely Claim Submissions

- First line of defense against AR/denials
- EDI 997 functional acknowledgement
 - Claims submission file accepted/rejected
 - Some payers may use a 999 file/acknowledgement
- EDI 277 HCI status notification
 - In response to claim submission or 276 Claim Inquiry
 - Pending or finalized
 - Rejected, denied, approved, paid

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Payment Posting (835 or manual EOB)

- Why do we do it? Figure out what's NOT paid!
 - Or, what has been paid incorrectly (expected rates).
- 835 payment and DENIAL posting
 - Reading the 835 electronically
 - Secondary billing (COB)
- Claim Adjustment Reason Codes (CARC)
 - 300+ different codes (numeric and alpha)
 - Claim Adjustment Group Codes (e.g., CO, PR)
 - Not all payers use the same codes/reasons

Common Claim Adjustment Reason Codes

1	Deductible Amount <i>Start: 01/01/1995</i>
2	Coinsurance Amount <i>Start: 01/01/1995</i>
3	Co-payment Amount <i>Start: 01/01/1995</i>
4	The procedure code is inconsistent with the modifier used or a required modifier is missing. Usage: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present. Effective 03/01/2020: The procedure code is inconsistent with the modifier used. Usage: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present. <i>Start: 01/01/1995 Last Modified: 07/01/2019</i>
5	The procedure code/type of bill is inconsistent with the place of service. Usage: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present. <i>Start: 01/01/1995 Last Modified: 03/01/2018</i>
6	The procedure/revenue code is inconsistent with the patient's age. Usage: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present. <i>Start: 01/01/1995 Last Modified: 07/01/2017</i>
7	The procedure/revenue code is inconsistent with the patient's gender. Usage: Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present. <i>Start: 01/01/1995 Last Modified: 07/01/2017</i>

Claim Adjustment Group Codes

Did you receive a code from a health plan, such as: PR32? The "PR" is a Claim Adjustment Group Code and the description for "32" is to the left. The Claim Adjustment Group Codes are internal to the X12 standard. These codes generally assign responsibility for the adjustment amounts. The format is always two alpha characters. For convenience, the values and explanations are below:

- CO Contractual Obligation
- CR Corrections and Reversal
Note: This value is not to be used with 005010 and up.
- OA Other Adjustment
- PI Payer Initiated Reductions

Denial Management

- Decision tree
 - What's the problem?
 - Internal (bad or missing data)
 - External (payer-imposed rules)
 - Other (contracting, credentialing)
- Track and report denial reasons
 - Organizes workflow and routing
 - Trending reports can show patterns

Denial Summary Report

DENIAL SUMMARY										
Denial Category	Denial Category Description	Units Denied	Charges Denied	% of Total Denied	Payment Amount	Total Payment Resolution %	Contractual Adjustment Amount	Total Denial Resolution %	Current Uncollected Amount	Current Balance
570	CHARGE QUANTITY	406	\$ 85,516	21.81%	\$ (9,112)	10.66%	\$ (57,583)	77.9%	\$ 18,821	\$ 13,167
100	ELIGIBILITY	207	\$ 61,581	15.71%	\$ (11,068)	17.97%	\$ (31,999)	69.9%	\$ 18,514	\$ 3,177
120	NOT COVERED	202	\$ 58,150	14.83%	\$ (16,817)	28.92%	\$ (15,573)	55.7%	\$ 25,760	\$ 18,608
562	OTHER DENIALS	167	\$ 48,731	12.43%	\$ (5,288)	10.85%	\$ (18,368)	48.5%	\$ 25,075	\$ 12,973
510	EXCEEDED TIMELIMIT	150	\$ 45,911	11.71%	\$ (3,602)	7.84%	\$ (30,895)	75.1%	\$ 11,414	\$ 5,762
530	BUNDLED	164	\$ 36,202	9.23%	\$ (3,532)	9.76%	\$ (17,831)	59.0%	\$ 14,838	\$ 12,180
520	DISALLOWED	129	\$ 20,582	5.25%	\$ (234)	1.14%	\$ (19,846)	97.5%	\$ 502	\$ 192
160	PENDING INSURANCE REVIEW	46	\$ 10,086	2.57%	\$ (601)	5.96%	\$ (5,064)	56.1%	\$ 4,421	\$ 2,041
170	INFO REQ FROM PATIENT	30	\$ 8,547	2.18%	\$ (2,132)	24.94%	\$ (4,826)	81.4%	\$ 1,589	\$ 650
110	NOT AUTHORIZED	18	\$ 5,998	1.53%	\$ (1,207)	20.12%	\$ (1,097)	38.4%	\$ 3,694	\$ 1,740
560	NOT CREDENTIALLED FOR DOS	20	\$ 5,203	1.33%	\$ -	.00%	\$ (4,404)	84.6%	\$ 799	\$ 799
561	PAID TO ANOTHER PROVIDER	11	\$ 2,608	.67%	\$ (601)	23.06%	\$ (2,007)	100.0%	\$ -	\$ -
540	DIAGNOSIS INSUFFICIENT	4	\$ 1,495	.38%	\$ (358)	23.97%	\$ (1,137)	100.0%	\$ -	\$ -
511	PRE AUTHORIZATION NOT OBTAIN	2	\$ 984	.25%	\$ (675)	68.59%	\$ (309)	100.0%	\$ -	\$ -
140	WORKMANS COMP DENIED	1	\$ 348	.09%	\$ -	.00%	\$ (348)	100.0%	\$ -	\$ -
180	OUT OF NETWORK	1	\$ 155	.04%	\$ -	.00%	\$ -	.0%	\$ 155	\$ -

Denial Management

- Organize your denials by reason
 - Use non-technical codes/communication
- Denial resolution
 - Claim resubmission/reprocessing
 - Effectiveness of denial management

Send Back

Jump To: [Open Requests](#) [Closed Requests](#)



Open Requests

Request	Status	Date Of Request	Request Notes	Patient Name	Scan Image #	Attachment	Actions
368,123	Wait Client Response	2018-01-01	Missing procedure information	Joanne Smith	90127	someimage.jpg	Respond Attachments Edit
131,133	Wait Client Response	2018-03-15	No ICD specified	Molly Simms	86673	scanimage.jpg	Respond Attachments Edit
511,133	Wait Client Response	2018-01-13	Invalid service	Joe Walsh	65777	ima316772.jpg	Respond Attachments Edit
632,133	Wait Client Response	2018-01-23	Missing demographics	Mark Smith	56771	ima311322.jpg	Respond Attachments Edit
166,233	Wait Client Response	2018-02-27	Invalid DOS	Jane Lynch	16173	images122.jpg	Respond Attachments Edit

Request Status Date of Request Request Notes Patient Name Scan Image # Attachment

25 Currently showing 1 - 5 of 5 rows.

In Progress/Closed Requests



Request	Status	Date Of Request	Request Notes	Patient Name	Scan Image #	Attachment	Response
656,333	Closed	2018-03-13	Invalid DOS	Henry Willish	42777	ima316772.jpg	Please use 01/01/2018 for DOS.
777,611	Closed	2018-02-02	Invalid CDT	Melissa Cash	54377	ima315411.jpg	Use procedure code 99233.

Request Status Date of Request Request Notes Patient Name Scan Image # Attachment Response

25 Currently showing 1 - 2 of 2 rows.

Denial Resolution Report

Denial Category	Denial Category Description	Units Denied	Charges Denied	% of Total Denied	Payment Amount	Total Payment Resolution %	Contractual Adjustment Amount	Total Denial Resolution %	Current Balance	Gross Denial Rate
570	CHARGE QUANTITY	358	\$73,041	19.97%	-\$9,820	13.44%	-\$52,280	85.0%	\$1,715	1.01%
562	OTHER DENIALS	187	\$54,557	14.91%	-\$6,677	12.24%	-\$34,248	75.0%	\$4,799	0.75%
100	ELIGIBILITY	172	\$51,874	14.18%	-\$9,452	18.22%	-\$31,166	78.3%	\$0	0.72%
120	NOT COVERED	167	\$49,727	13.59%	-\$12,079	24.29%	-\$26,806	78.2%	\$2,633	0.69%
510	EXCEEDED TIMELIMIT	142	\$44,217	12.09%	-\$3,918	8.86%	-\$34,359	86.5%	\$1,673	0.61%
530	BUNDLED	143	\$31,537	8.62%	-\$2,858	9.06%	-\$18,791	68.6%	\$3,376	0.44%
520	DISALLOWED	129	\$20,582	5.63%	-\$234	1.14%	-\$20,001	98.3%	\$155	0.28%
160	PENDING INSURANCE REVIEW	72	\$19,790	5.41%	-\$1,961	9.91%	-\$13,436	77.8%	\$183	0.27%
560	NOT CREDENTIALLED FOR DOS	20	\$5,203	1.42%	\$0	.00%	-\$5,203	100.0%	\$0	0.07%
110	NOT AUTHORIZED	15	\$5,129	1.40%	-\$1,125	21.94%	-\$330	28.3%	\$1,740	0.07%
170	INFO REQ FROM PATIENT	18	\$4,747	1.30%	-\$806	16.98%	-\$3,390	88.3%	\$0	0.07%
561	PAID TO ANOTHER PROVIDER	11	\$2,608	.71%	-\$601	23.06%	-\$2,007	100.0%	\$0	0.04%
540	DIAGNOSIS INSUFFICIENT	4	\$1,495	.41%	-\$358	23.97%	-\$1,137	100.0%	\$0	0.02%
511	PRE AUTHORIZATION NOT OBTAIN	2	\$984	.27%	-\$675	68.59%	-\$309	100.0%	\$0	0.01%
140	WORKMANS COMP DENIED	1	\$348	.10%	-\$43	12.32%	-\$305	100.0%	\$0	0.00%
Total		1441	\$365,839	100%	-\$50,607	-13.83%	-\$243,766	84.40%	\$16,274	5.05%

Net Denial Rate	0.99%
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Understanding Key Performance Indicators

- Aging reports
 - More than 90 or 180 days?
 - Measured as of when?
 - Date of service (crossover claims)
 - Billing date (unnecessary rebilling)
 - First billing date (efficiency)
- Days in AR (DAR)
 - What is the number telling you?
- Collection percentage
 - Not all collection percentages are the same
 - Net vs. gross (GCR)

Understanding Key Performance Indicators

AdvantEdge		Executive Summary				Practice Group: ALL	Revenue Center: ALL					
						Provider: ALL						
						Location: ALL						
						Modality: ALL						
Executive Summary												
Period	Beginning Bal	Charges	Payments	Contractual Adjustments	Other Adjustments	Ending Bal	Encounters	Units/QTY	Days In A/R	\$ A/R > 120	% A/R > 120	
Jan 18	25,317.725	21,023.966	6,687.123	13,733.015	264.154	25,657.399	76.955	166.651	39	2,130.744	8.3%	
Feb 18	25,657.399	19,126.633	6,354.718	12,128.837	285.633	26,014.844	75.067	151.237	39	2,160.465	8.3%	
Mar 18	26,014.844	16,538.274	5,503.782	11,115.309	251.412	25,682.616	66.269	143.066	41	2,140.638	8.3%	
Apr 18	25,682.616	18,878.232	6,481.133	11,561.349	255.945	26,262.422	75.174	156.321	43	2,339.122	8.9%	
May 18	26,262.422	17,509.955	6,164.437	11,487.071	312.907	25,807.962	69.021	142.560	45	2,529.737	9.8%	
Jun 18	25,807.962	20,588.837	6,473.045	12,076.276	260.384	27,587.095	78.604	160.001	44	2,699.253	9.8%	
Jul 18	27,587.095	17,708.970	6,760.772	13,055.641	398.499	25,081.153	70.699	146.783	41	2,292.839	9.1%	
Aug 18	25,081.153	18,629.769	6,063.067	10,938.642	396.725	26,312.487	72.160	145.327	43	2,623.163	10.0%	
Sep 18	26,312.487	18,935.937	6,541.904	12,421.263	331.932	25,953.325	75.400	154.838	43	2,849.710	11.0%	
Oct 18	25,953.325	16,974.536	5,771.219	10,926.044	242.965	25,987.633	69.490	145.005	44	3,234.202	12.4%	
Nov 18	25,987.633	21,298.847	6,538.123	12,297.891	313.625	28,136.841	77.947	162.656	45	3,361.578	11.9%	
Dec 18	28,136.841	19,313.329	6,669.127	12,845.156	244.418	27,691.469	73.015	151.267	44	3,460.306	12.5%	
Total		226,527.286	76,008.450	144,586.496	3,558.598	879.801	1,825.712					
Average	26,150.125	18,877.274	6,334.037	12,048.875	296.550	26,347.937	73.317	152.143	43	2,651.813	10.1%	
Average / Unit		124	42	79	2							
Gross Collection %		33.6%										
Net Collection %		92.8%										
Jan 17	25,706.012	18,831.743	6,708.052	12,833.365	862.263	24,134.074	77.571	152.293	40	1,877.501	7.8%	
Feb 17	24,134.074	17,488.199	5,844.671	11,121.784	229.499	24,426.320	72.227	147.604	40	2,168.324	8.9%	
Mar 17	24,426.320	17,250.880	5,479.849	11,284.261	255.489	24,657.601	75.893	161.752	41	2,256.235	9.2%	
Apr 17	24,657.601	19,241.283	6,787.532	11,889.321	307.408	24,914.622	86.363	182.872	41	2,066.883	8.3%	
May 17	24,914.622	20,360.459	6,197.703	11,359.626	151.442	27,566.310	76.555	161.805	45	2,059.489	7.5%	
Jun 17	27,566.310	19,444.688	6,378.340	13,968.424	496.783	26,167.452	81.014	167.425	40	2,022.419	7.7%	
Jul 17	26,167.452	18,419.794	6,790.840	12,961.816	385.511	24,449.078	78.165	156.424	39	1,938.547	7.9%	
Aug 17	24,449.078	18,007.179	6,356.679	12,141.101	292.065	23,666.413	73.246	146.347	39	1,860.811	7.9%	
Sep 17	23,666.413	18,406.107	6,575.496	12,524.540	338.046	22,634.439	73.091	148.549	38	1,954.490	8.6%	
Oct 17	22,634.439	17,116.930	5,672.278	11,357.170	283.022	22,438.900	68.960	136.306	39	1,834.268	8.2%	
Nov 17	22,438.900	19,404.380	5,855.769	11,895.914	250.951	23,840.645	74.951	147.165	39	1,973.993	8.3%	
Dec 17	23,840.645	19,847.744	6,015.616	12,083.363	271.685	25,317.725	72.649	156.440	41	2,121.371	8.4%	
Total		223,819.386	74,662.825	145,420.684	4,124.164	879.801	1,864.982					
Average	24,550.156	18,651.616	6,221.902	12,118.390	343.680	24,517.798	75.890	155.415	40	2,011.194	8.2%	
Average / Unit		120	40	78	2							
Gross Collection %		33.4%										
Net Collection %		95.2%										
FY 2018 YTD		226,527.286	76,008.450	144,586.496	3,558.598	879.801	1,825.712					
FY 2017 YTD		223,819.386	74,662.825	145,420.684	4,124.164	910.685	1,864.982					
Variance		2,707.900	1,345.625	(834.189)	(565.566)	(30.884)	(39.270)					
Variance %		1.2%	1.8%	(0.6%)	(13.7%)	(3.4%)	(2.1%)					

Questions?



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