# Establishing Undeniable Proof to Fight Denials and Win at Community Health Network

**VYNE**
MEDICAL
Connecting Disconnected Data™

## KEY INITIATIVES

**1.** Document autorization, insurance verification and notification activities – voice, fax and electronic – for proof to prevent and overturn denials.

**2.** Convert to paperless workflow with electronic faxing and image export to the EHR.

**3.** Centralize insurance exchanges for enterprise access to reduce rework and shorten appeals process.

### PROJECT SUMMARY

Community Health Network uses Trace by Vyne Medical to record phone conversations, send/receive faxes and capture activity from web sites and other hospital systems. All activity is tied to the patient account and centrally stored for enterprise access and exchange.

- Denial team receives denial or request for more information
- Team checks EHR for reference number to voice recording, fax or image; retrieves record for proof to fight denial

**If proof is found in voice recording:** team sends transcript of recorded call showing proof of authorization or agreed-upon level of care

**If proof is found in fax:** team sends documentation letter showing content of fax and date/time stamp for proof of timely notification or of clinicals being delivered

- Denials routinely overturned using proof of these interactions
- No more rework and back-and-forth between departments

## PROJECT IMPACT

### WORKFLOW

**CHALLENGE**
Disconnect between care management and patient access

**ACTION**
Care management absorbed employees from patient access center and surgery authorization verification team

**RESULT**
Streamlined workflow and strengthened denial management with additional patient insurance representatives

### COMMUNICATION

**CHALLENGE**
Disconnect between care management and backend departments

**ACTION**
Trace® applications implemented for voice recording, electronic faxing and image capture

**RESULT**
Authorization, notification, clinicals and level of care activities are documented, indexed and centrally stored

### TIME

**CHALLENGE**
Time spent on manual tasks such as printing and scanning

**ACTION**
Care management implemented Trace electronic faxing and integration tools for automatic export of images to the patient record

**RESULT**
Streamlined care management workflow and eliminated the need to print, scan and manually fax information

## PROJECT OUTCOMES
### REDUCED DENIALS

- Denials team references voice recordings, electronic faxes and images to win appeals
- Utilization Review references voice recordings to verify patient coverage and stop denials before they start

**IMPACT**
In 2018 alone, Community overturned **over $30 million in initial denials.**

## TIME AND COST SAVINGS

- Utilization Review has direct access to information needed to support claims
- Electronic faxing and image export reduce paper and machine costs. Non-clinical staff process faxes and alert appropriate case manager, to reduce administrative burden for RNs
- Back-end works accounts faster with fewer manual touches and less rework between departments. Denial management team completes reviews in a more timely manner, leading to earlier discharges and reduced length of stay

**IMPACT**
**Community has responded to increasing demands from payers without increasing FTEs in UR or Denial Management.** Initial plans to hire 5 additional RNs became unnecessary because of efficiencies gained with centralized access to care management data. This saved the network the equivalent of 5 FTEs with benefits.

**SUM OF RECOUPED/PAYMENT AMOUNT**

| | |
|---|---|
| COMMERCIAL | $27,009,557.37 |
| HIP | $4,853,073.94 |
| TRICARE | $5,702.18 |
| WORKER'S COMP | $26,217.08 |
| **GRAND TOTAL** | **$31,894,550.57** |

**5 FTES WITH BENEFITS SAVED**