

Strategies to win Appeals Medicare Advantage Plans

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Payors and Providers

- Paramount
- Medical Mutual
- Buckeye
- Anthem
- Aetna
- United Health Care
- Humana

Payors and Providers

“Keep your friends close and your payors closer”

Do you know your contract?

Do you know your medical directors?

Have you met them personally?

Do you know how to escalate cases to them ?

How responsive are they to your needs?

Managed Care Process

- **Front end process:-**

The Managed Care Team is very influential
Notification/ Status and Criteria assignments

- **Continued stay process:-**

Report accurate but complete information

- **Post acute care transitions:-**

Ensure correct placement for pt to promote safe healing and reduce readmissions

Know thy Denials First!!!

Reason

- Medical Necessity

Interqual or Milliman

- DRG coding

Coding guidelines ??

Documented vs treatment along the continuum

? 2 MN or certification issues



Appeals

- Overall overturn rate of 85%
- Excellent Managed Care Contracting Team
- Strong team of UR floor/ Appeal nurses
- Responses

Well crafted

Evidence based

Documentation is legible

Criteria driven yet individual

Research

- Kind of denials
 - Type of response
 - Timeliness of response
 - Learn and evolve
 - Explore alternate options with payor
 - Get them to help with post acute care
- *****Readmissions help no one

Specifics

- **Do more Peer to Peer** calls
 - Get involved
 - Educate front line attending
 - Let them know what works
 - Let them know what is in question
 - Reward for great documentation
 - Share with all



Follow the money

They tend to go after similar issues

- High cost
- High volume
- Short stay
- Technical (easy wins for them)
- MCC/ CC
- DRG or per diem

Levels of Appeal

- **“No” is not an option!!**
- **Know** how many levels you can appeal
- **Know** your rights
- **Exercise** your rights
- **Be** persistent
- **Be** prepared

They will listen, you will prevail!!!

The Quest continues

Health care is a team sport with rules and players changing all the time!

Stay vigilant and stay calm