

# ALJ PREP PROMEDICA HEALTH SYSTEM



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# UNDERSTANDING THE “WHY”

- Denial is due to ???:
  - ?Right Status,
  - ?Right Treatment
  - ?Right Orders
  - ?Right Documentation
  - ? Right Coding
  - ?Right Billing



# PLANNING NEXT STEPS

- Internal Process:
  - Set up meeting with key staff
  - Issue Identified
  - Amount Identified
  - Appeals staff pulls the record
  - Chart is numbered
  - Time to appeal Identified



# APPEAL PLAN ( EXTERNAL )



- Plan a 1<sup>ST</sup> Level Appeal

- \* Any missing documentation/ justifications are submitted
- \* Sent in a timely fashion
- \* Recorded in software for followup with tracking number/ date

- Plan for 2<sup>ND</sup> level Appeal

- \*The reason is investigated further
- \*The justification enhanced if needed
- \* Process is followed



# THIRD LEVEL: ALJ

- The amount is considered
- The reason and strength of the case
- Chart is numbered
- Mock Alj held
- Presenters prepped
- Technology assessed
- Give it your very best!



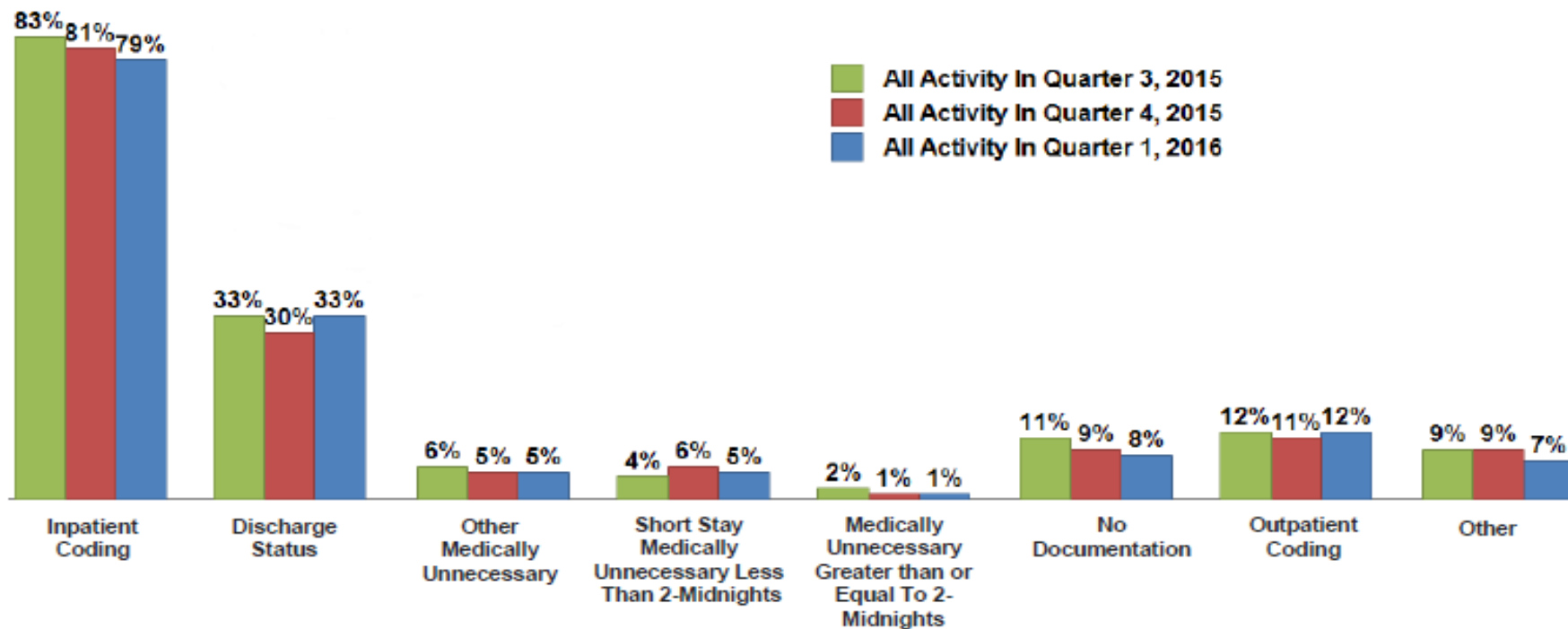
# DENIAL PREVENTION PLAN INTERNAL

- Tracking and trending
- Internal / External sites
- New changes / procedures
- New rules / processes
- Education
- Education
- Education

# DENIALS BY REASON

## Percent of Participating Medical/Surgical Acute Hospitals with RAC Activity Experiencing Complex Denials by Reason, through 1st Quarter 2016

Survey participants were asked to select all reasons for denial.



Source: AHA. (April 2016). RAC TRAC Survey

AHA analysis of survey data collected from 2,578 hospitals: 2,316 reporting activity, 262 reporting no activity through March 2016. 730 hospitals participated this quarter. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.

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