Denials/Appeals with Part C Medicare Advantage Plans

Lucy Ebel MSN RN ACM Care Management Holland Hospital





- ❖ Founded in 1917
- Located in West Michigan lakeshore area
- Non-for-profit
- Serves 250,000 people in the greater Holland area and surrounding communities in Ottawa and Allegan counties
- 189 Licensed inpatient beds

By the numbers* ...

- Over 330 Physicians
- 2,100 Employees
- 550 Registered Nurses
- * 8,100 Patient Discharges
- 29,900 Patient Days
- * 1,700 Births
- 15,800 Surgeries/Endoscopies
- 4,100 Emergency Room Visits

^{*2013} vital statistics

Part C - Payors and Providers

Medicare Plus Blue (BCBSM)

Blue Care Network

Humana Gold Choice

Recent Improvements

- 100% Electronic Medical Record
- Cerner Go-Live May 2014
- 100% of verbal order entries cosigned by physician before discharge order

Top 5 DRGs Audited & Denied

- 470 Major Joint Replacement w/o MCC
- 310 Cardiac Arrhythmia & Conduction Disorders w/o CC/MCC
- ❖ 491 Back & Neck Proc Exc Spinal Fusion w/o CC/MCC
- 871 Septicemia or Severe Sepsis w/o MV
 96+ Hours w/ MCC
- 714 Transurethral Prostatectomy w/o CC/MCC

Denial Rationale by Insurance

- Medical Necessity
- Inadequate Documentation
- Coding
- Patient had no complaints/complications
- Care provided as outpatient
- No surgical complications documented
- OR Report documents no complications, minimal blood loss, taken to Recovery in good condition
- Discharged home in stable condition

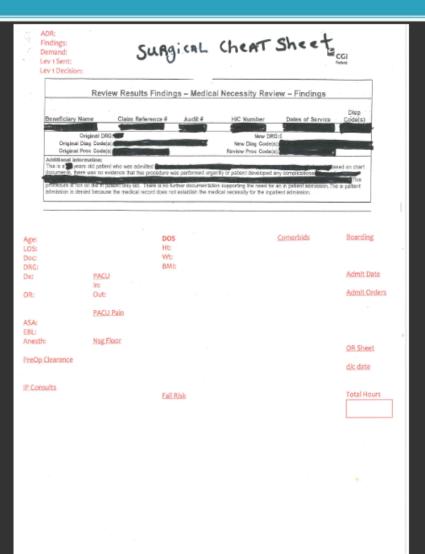
2013 Appeals/Overturned ...

- Overall Overturned Rate: 74%
- Peer to Peer
 - Needs improvement
- Appeals:
 - Well written letters
 - Use of Cheat Sheet (template)
 - Research based
 - Hindsight vision
 - Timeliness
 - Continue to learn and evolve
 - Accurate record keeping



Cheat Sheet Template













▶ ÞI

Accurate Record Keeping

- Use to your advantage
- Technical wins
- Keep the insurance accountable
- Go up the chain of command
- Don't take "no" as an answer
- Educate hospital staff/medical staff/case management
- Change is inevitable

Thank you

Questions?

lebel@hollandhospital.org 616.394.3130