

# Protecting Cash Position in an Era of Payment Risk

# Objectives

- Compare revenue cycle challenges and opportunities with insights from the industry at large
- Recognize industry shifts in cash need and prioritization of A/R management
- Consider implementing practical and aspirational peer tactics to improve denial recovery rates and time to resolution



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# Knowtion Health's Services



## Coordination of Benefits

Industry-leading, technology-enabled service for fast and effective eligibility identification

High-satisfaction patient engagement



## Clinical Denials

Highly skilled revenue cycle denial experts, nurses, and legal staff

Appeal experts-- 50% or greater overturn rate while speeding time to resolution



## Low Balance

Proprietary Resolution Probability Scoring (RPS)

Advanced analytics, automation, contract modeling, and workflow technology

100% US-based work on our client's behalf



## Complex Claims

Motor Vehicle Accident (MVA)

Workman's Compensation

Third Party Liability (TPL)

Veterans Administration (VA) Claims



## Audit Defense

A team of nurses, attorneys, and coders

Defense of audits and prevention of future audits

Medicare guideline compliant

CDI education and recommendations

# Meet Our Panel



**Valarie Johnston**

**Director, PFS  
Bryan Health**



**Ted Syverson**

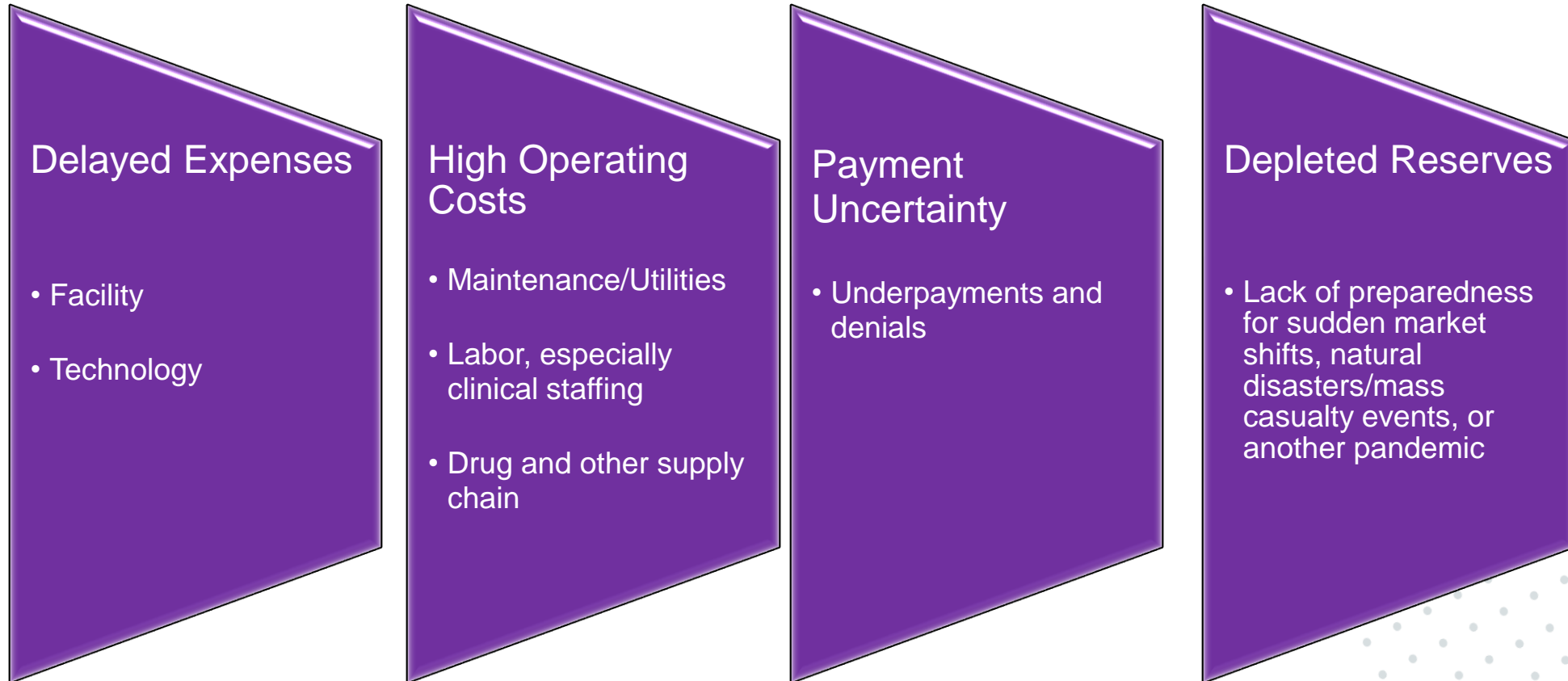
**Revenue Cycle Executive**



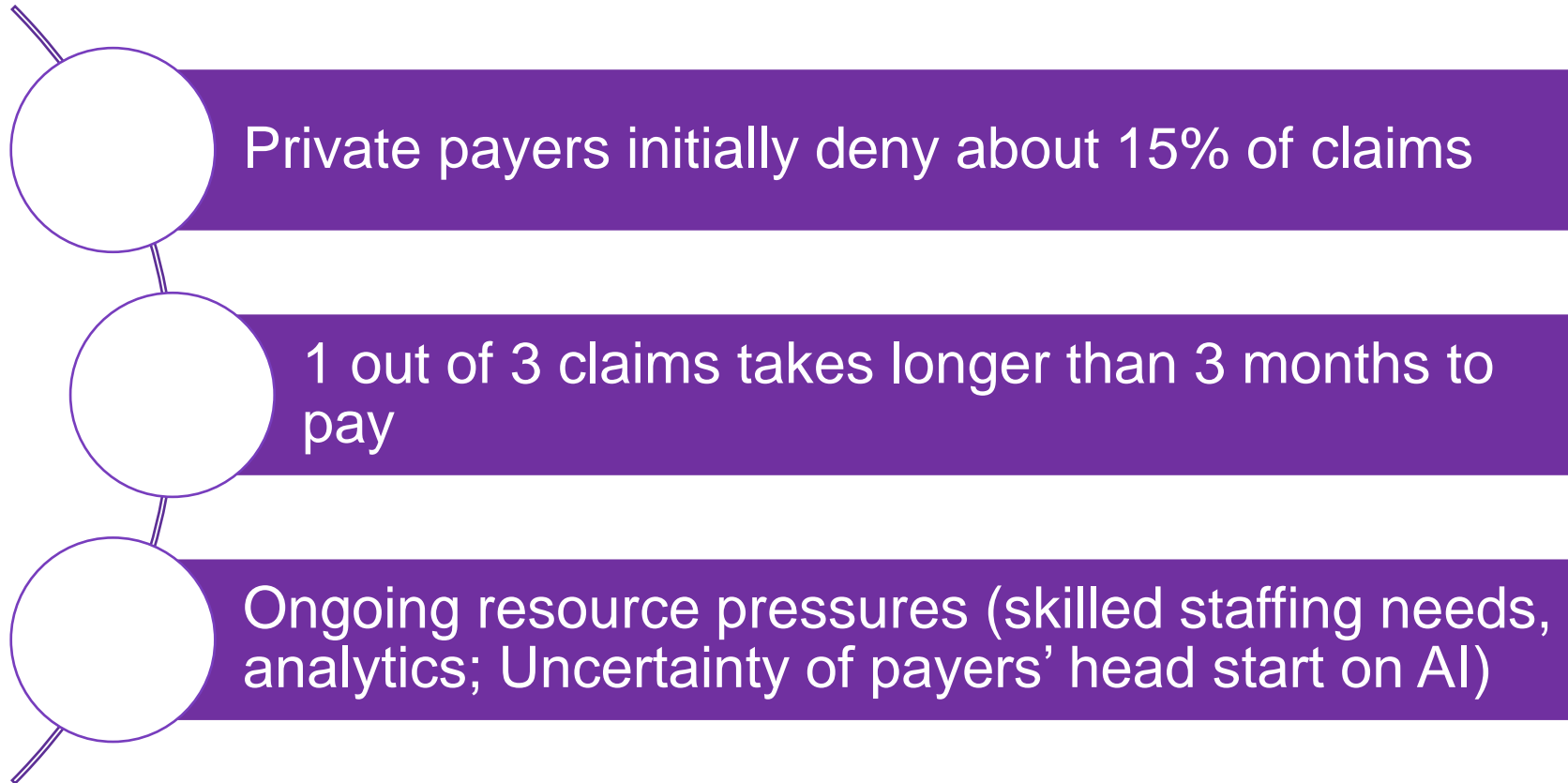
**Jana Danielson**

**Vice President, Revenue Cycle  
Nebraska Medical Center**

# Pressures on Cash Position



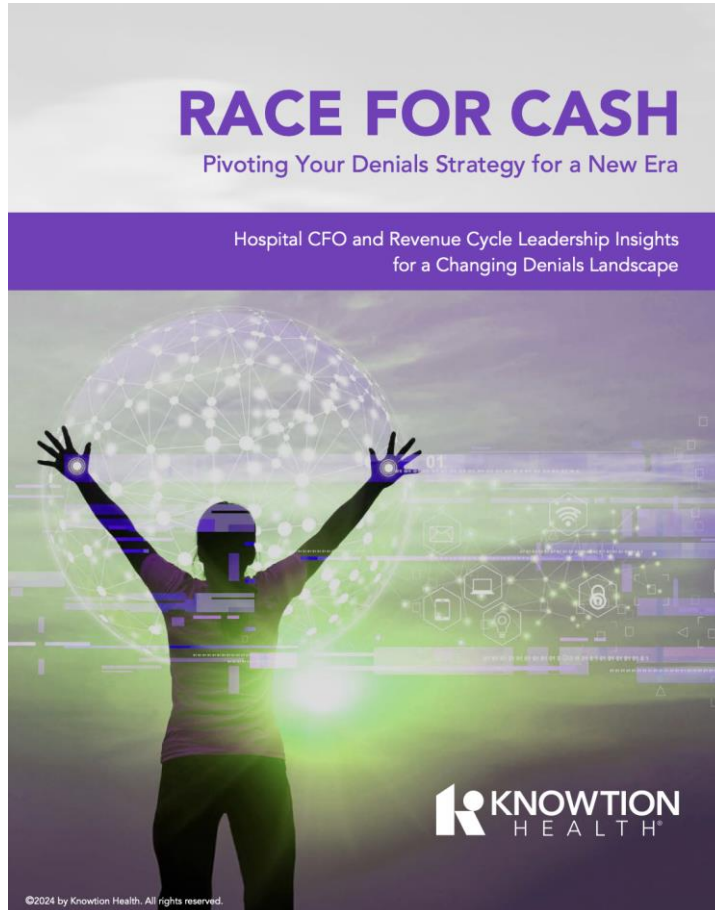
# Denials Management Trends



Sources: <https://premierinc.com/newsroom/blog/trend-alert-private-payers-retain-profits-by-refusing-or-delaying-legitimate-medical-claims> ; <https://www.aha.org/news/headline/2023-05-22-report-hospitals-struggle-collect-payments-commercial-insurers>; <https://premierinc.com/newsroom/blog/trend-alert-private-payers-retain-profits-by-refusing-or-delaying-legitimate-medical-claims>

# Market Study

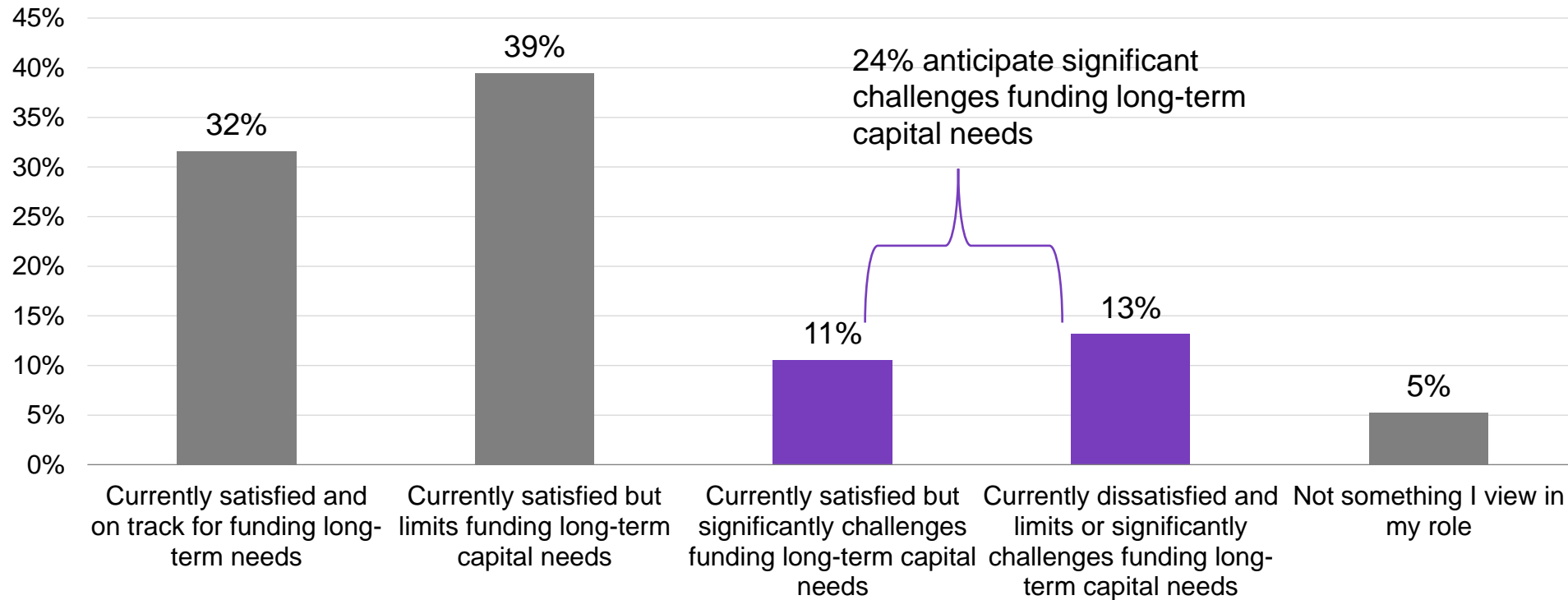
## 75+ CFOs and Revenue Cycle Executives



*[knowtionhealth.com/denials-market-study](https://knowtionhealth.com/denials-market-study)*

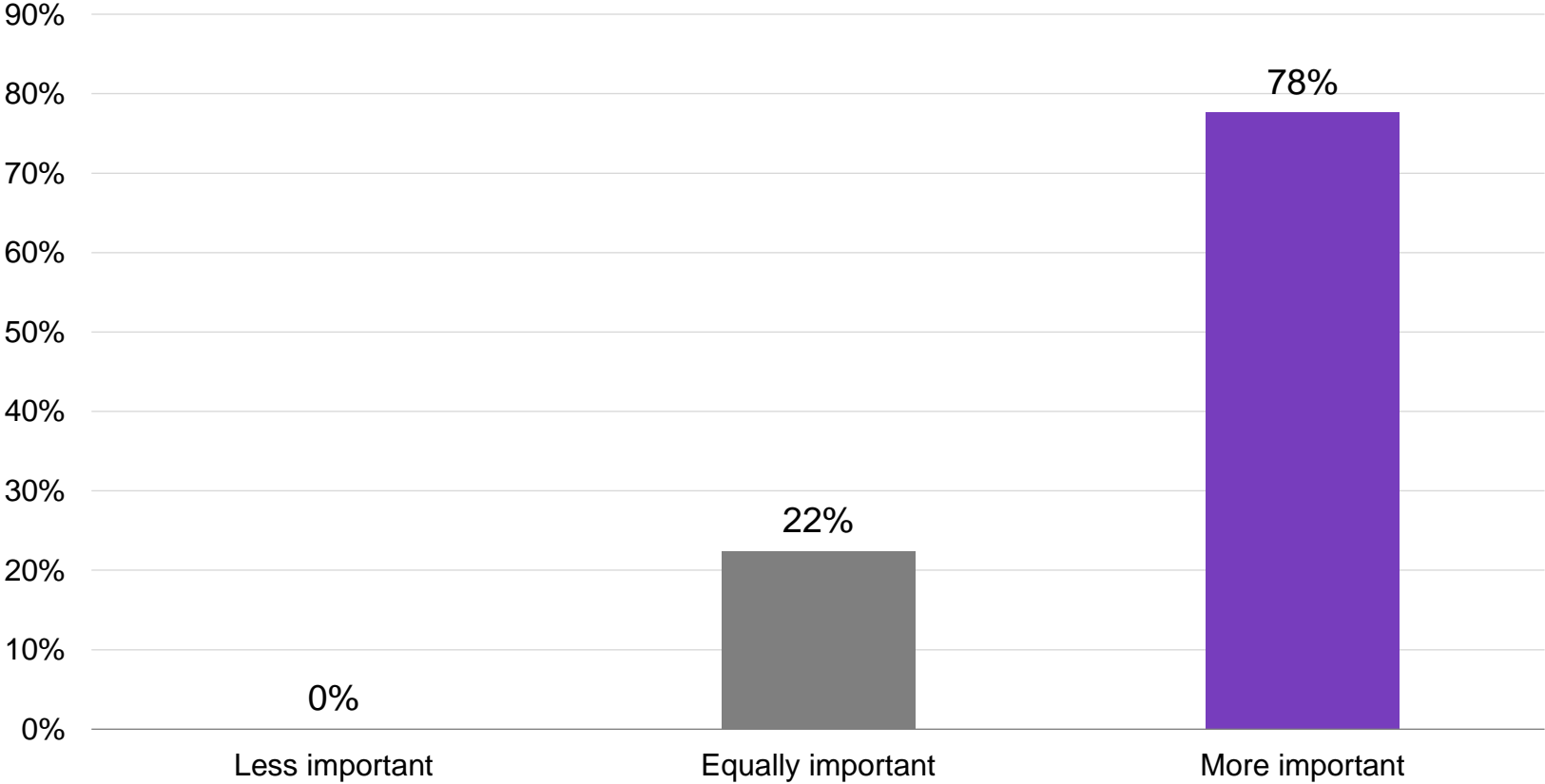


# Which best describes your organization's operating cash flow margin?



Source: [knowtionhealth.com/denials-market-study](https://knowtionhealth.com/denials-market-study)

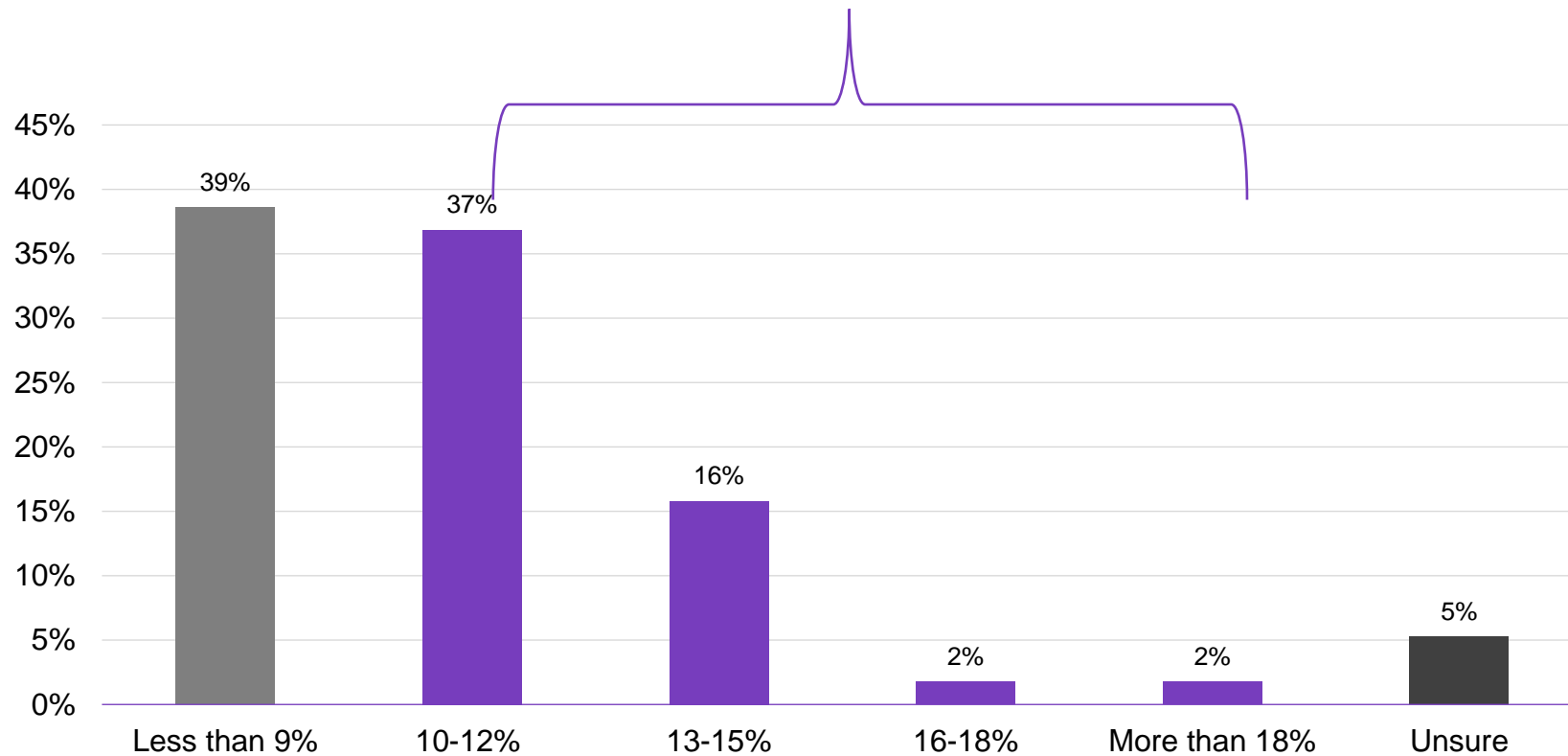
# How important do you believe hitting cash/cash flow targets will be to your organization over the next three years compared to today?



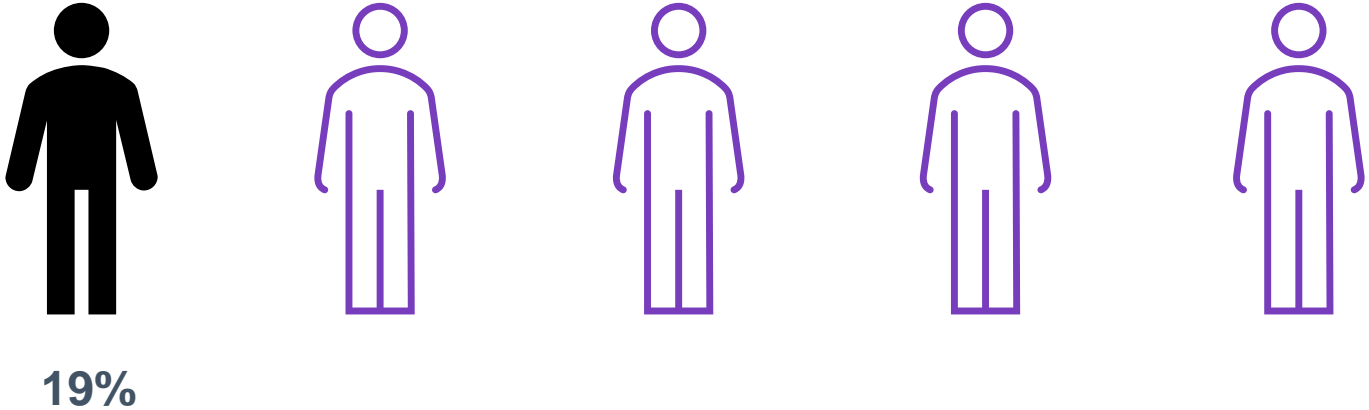
Source: [knowtionhealth.com/denials-market-study](https://www.knowtionhealth.com/denials-market-study)

# What is your current average denial rate? (Approximately)

57% of organizations are experiencing denial rates of 10% or more

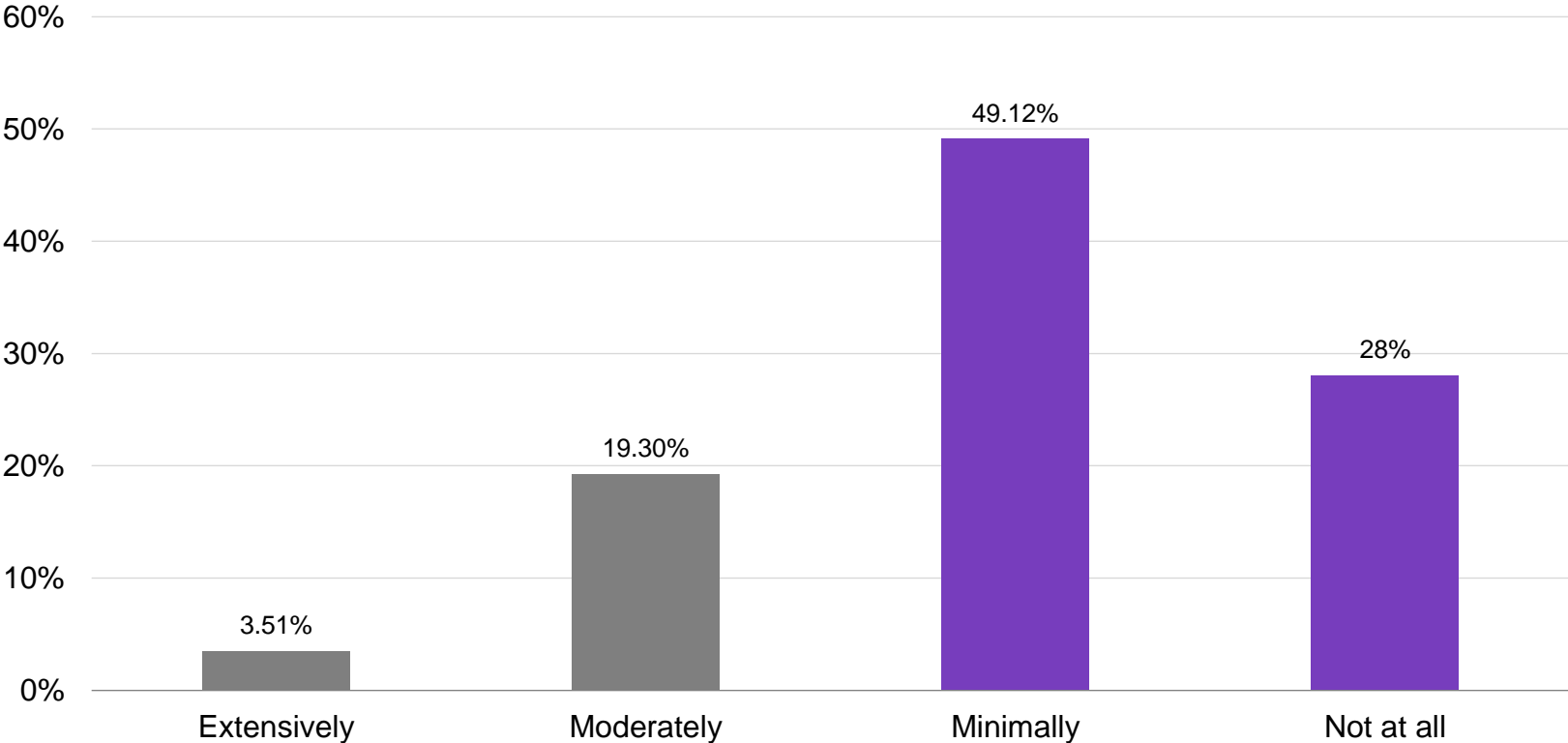


Nearly 1 in 5 revenue cycle leaders believe their organization's denials management processes are “not very effective.”

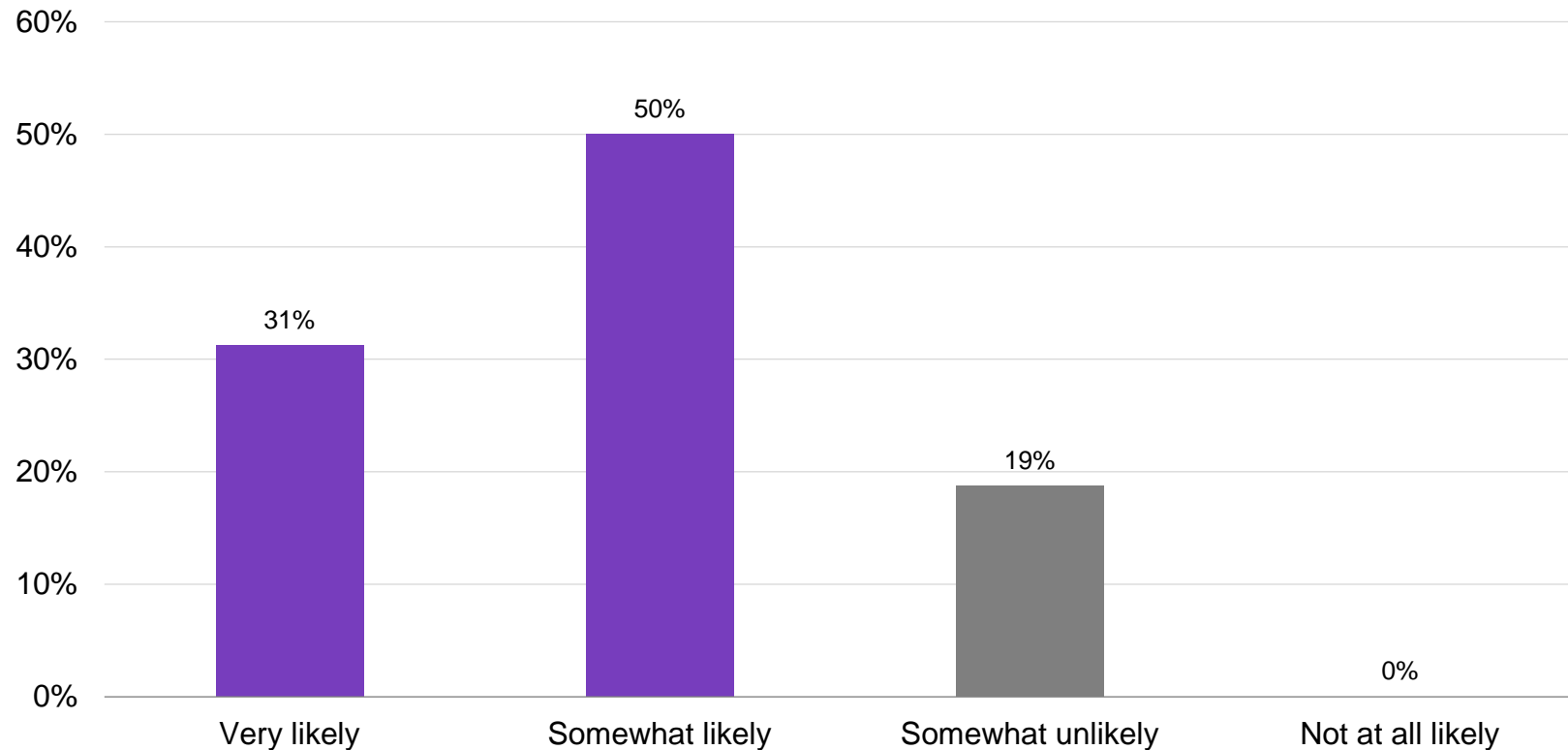


Source: [knowtionhealth.com/denials-market-study](https://www.knowtionhealth.com/denials-market-study)

# To what extent does your organization currently use AI-driven processes in denials management?

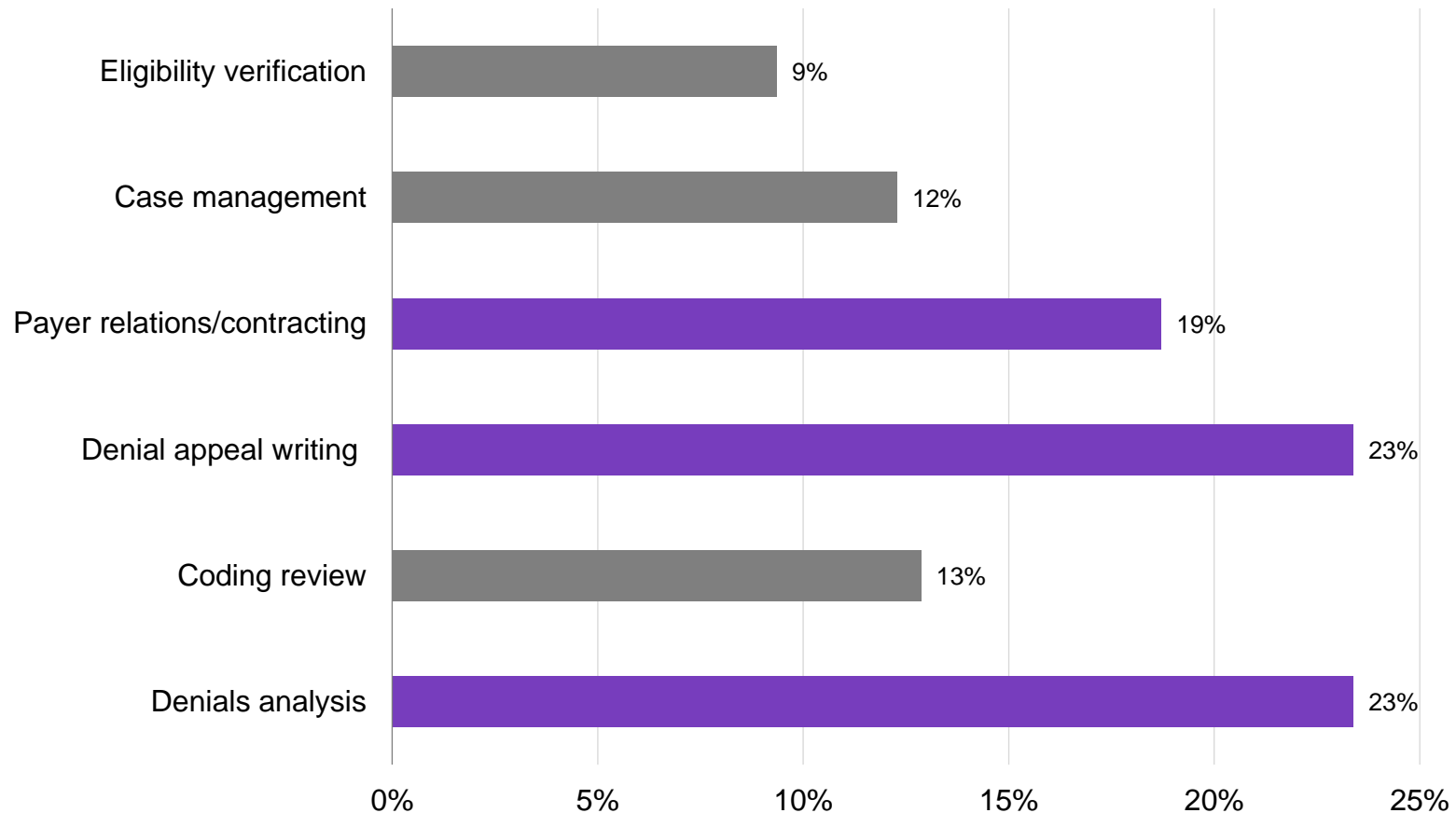


# How likely is your organization to begin using AI-driven processes in denials management over the next three years?



# 37% say their biggest barrier to improving revenue recovery from underpayments and denials is **insufficient skilled talent**.

Which THREE functions on your denials team are likely to pose the greatest staffing challenge over the next three years?



# Panel Discussion







**What steps are helpful to get the most value out of your denial management team's efforts?**



**A/R aging is a mounting problem. Any advice on improving recovery and time to resolution?**



**What are some things you are doing to strengthen “expertise gaps” on your team?**



# How is data influencing accountability?

# Question & Answer



