

Top Ten Reasons Claims are Being Denied

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National Medical Billing Services
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Overview

- ▶ Demographic errors
- ▶ COB
- ▶ Carrier specific modifiers
- ▶ Edit systems
- ▶ Authorization
- ▶ LOMN
- ▶ Insurance verification
- ▶ LCDs
- ▶ High dollar review
- ▶ Out of network
- ▶ Conclusion



Demographic errors

- ▶ You will have data entry errors at your front desk
- ▶ Try to keep your error rate at 5% or less
- ▶ Have carriers train your business office staff on identifying key information on an insurance identification card
- ▶ Hire front desk personnel with attention to detail



Example: Insurance card

- ▶ See handout



Coordination of benefits

- ▶ Who's responsible for paying your claim?
- ▶ Subrogation
- ▶ Injury diagnosis codes
- ▶ MV insurance
- ▶ Med legal accounts
- ▶ SNF



Example: COB form

- ▶ See handout



Carrier specific modifiers

- ▶ The -SG modifier. Medicare stopped using it but other carriers (HIPAA exempt) still require it on the claim forms
- ▶ Use -50 or -RT/LT
- ▶ Hospice modifiers -GW and -GV
- ▶ Homegrown modifiers such as California Medi-Cal -ZM and -ZN



Edit Systems

- ▶ What???
- ▶ How many are there?
- ▶ How do I know which one to use?
- ▶ How does an edit system change my claim?
- ▶ What if there's no edit system?
- ▶ Denials, really?
- ▶ Underpayments, what?



Authorizations

- ▶ Why do I need an authorization? We checked benefits and we're ok
- ▶ Who's getting your authorizations?
- ▶ Retroactive auths
- ▶ What is being authorized?
- ▶ Make sure authorization number is on your claim form



LOMN

- ▶ “Ridiculous, everything I do is medically necessary!”
- ▶ Pain, pain, pain
- ▶ Spine stims
- ▶ Shockwave
- ▶ Blephs
- ▶ Dental



Insurance Verification

- ▶ Surprise!!! No benes, no payment
- ▶ I'll get it from the patient, don't worry
- ▶ The “F” word
- ▶ We've got it covered, the surgeon's professional office got it
- ▶ ASCs usually have to talk to a live body. The fax backs might not mention specific ASC coverage
- ▶ What does max benefit per day mean?



LCDs

- ▶ I knew some folks in college who tried it
- ▶ Type of TV
- ▶ Denials! Yep that's right! Ya have to know what this stuff is



Example: LCD

- ▶ See handout



High dollar review

- ▶ Some states have laws protecting your claim from this type of delay.
- ▶ Check your state's clean claim legislation
- ▶ Push, push, push it through
- ▶ Pack your claim on the front end
- ▶ Don't be afraid to escalate



Out of network

- ▶ Flat rates
- ▶ Threats
- ▶ Carriers holding payments
- ▶ The "F" word again



Conclusion

- ▶ There are hundreds of denials for about 15 true reasons
- ▶ Underpayments are denials
- ▶ Check your write off reports to make sure denials aren't inadvertently written off
- ▶ Carriers make it difficult to track denials



Thank You
