



Denials Solutions

Denials technology featuring real-time data and analytics

Traditionally denials are an afterthought. But at Ciox we leverage data and analyze it in real time to prevent denials from happening in the first place.

Denial prevention goes far beyond getting paid. It's about what the data you submit says about your organization. There's the financial impact, but there's also the impact in terms of publicly-reported outcomes data. As more patients access their own records, it's also about what providers document and how they document it. Data and documentation are two of an organization's greatest assets. Does your organization put these assets to good use? A proactive denial prevention strategy is the first step.

Ciox Denials Prevention and Management Solutions

Ciox has designed a comprehensive denials solution that helps healthcare providers manage complex, current denials and prevent systemic, reoccurring denials in the future. Our services include retrospective reviews and appeals, clinical and technical denials, clinical validation reviews and appeal letter authoring.



Manage Denials

Staffing solutions offer short- and long-term support for:

- Pre-authorizations/pre-certification
- Appeal letters and follow up
- Defense audits
- Revenue integrity
- Physician and clinical education



Prevent Denials

Staffing solutions, plus:

- Leading and lagging metric management
- Focused prevention (top payers and denial types)
- Comparative analytics
- Prevention strategy



Defend Against Denials

Staffing and Prevention solutions, plus:

- Denials reporting
- Audit defense
- Denials technology and analytics using real-time data and analytics
- Denials follow up

These services are delivered by our professional team of multispecialty clinicians holding active licensures and accreditations in areas of clinical expertise. Our team have a thorough understanding of Medical Necessity Criteria throughout the continuum of care, excellent authoring skills and are able to engage in active clinical discussions. They also offer ongoing education so your organization can sustain a successful denial prevention and management program.

Results of Our Holistic Approach

Ciox understands that one approach or method will not serve as a long-term strategy in today's healthcare landscape. To effectively manage, prevent and defend against denials, it is critical to take a multi-faceted approach. At Ciox we take a proactive approach to denials:

- Analyze where and why denials occur and isolate the root cause
- Conduct operational reviews targeting the top areas
- Provide ongoing educational support to minimize future denials

4 day turnaround for receipt to crafting of appeal letters and submission

50% reduction in turnaround time for pre-certifications/pre-Authorizations resulting in decreased denials

0% payer rejections for untimely submission of appeals due to missed submission dates

20% reduction in payor denials over a 12 month facility for large academic medical center

The results of taking this holistic approach are:

Decreased
Denials

Decreased
Revenue Leakage

Decreased
Risk

Increased Quality
of Documentation

Keys to a Better Denials Program

To successfully address denials, it is crucial for clinicians and revenue cycle leaders to understand the elements that come together to provide the True Clinical Picture and for HIM professionals to lead efforts to ensure the accuracy and integrity of the data that will have a positive impact on potential denials activity.

True Clinical Picture

Complex Denials Management requires an in-depth understanding of the clinical documentation and supporting processes that accurately define and document the care of the patient. It's imperative that the True Clinical Picture is captured. A complete and comprehensive record that serves as the source of truth by accurately reflecting the care provided allows healthcare organizations to make meaningful use of health information and achieve positive outcomes for both patients and the organization.

Clinically Integrated Revenue Cycle

Denials management and prevention is one of the main reasons that the clinical and financial sides of the organization must collaborate and partner closer than ever before. A Clinically Integrated Revenue Cycle captures a holistic view of the patient experience, which is required to support value-based care models. Clinical and financial resources, processes and technology are no longer siloed, but instead are integrated.



Empowering Greater Health

Interested in learning more? Ciox is ready to partner with your organization to enhance your denial prevention and management program. Request a Denials Analysis and learn how Ciox can help raise your denials program to new heights!

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