



How can you develop best-in-class denial management?

..... ↗ *Hover over the icons to read more*

Assess yourself

THE MEASURE:

Percentage of A/R over 60 days*

Why it matters:

Many providers struggle to collect A/R after the 60-day mark. Having a high rate of A/R over 60 days reflects a propensity for declining recovery rates, an increase in likely write-offs and bad debt, and problems with the rest of your revenue cycle policies leading to denials.

*Divide the amount of A/R over 60 days by the total outstanding A/R.

Take action now

- **Identify trends.** Identify trends in denials and conduct root cause analysis. Your existing analytic tools may pinpoint trends. For instance, if a significant portion of your denials are prior-authorization denials, scrutinize your front-end authorization process.
- **Prioritize.** Systematically prioritize denials and related workflow. Assess the business impact of each kind of denial and address those denials that either represent the greatest challenge or offer the opportunity for quick revenue recovery. Earmark more complex denials for third-party assistance or additional technological investment.
- **Communicate.** Feed intelligence upstream for best practice realignment. Sharing learnings and insights about the reasons for denials with front-end and middle-revenue cycle teams can help reduce the flow of denials by addressing issues further upstream.

Optum offers solutions to address all aspects of your denial management needs.



Contact us today to learn how we can help you overcome the burden of handling complex claims.