

Reduced denials and customized appeals to improve collections with IKS Health denial management solution

Client profile

One of the largest parent organizations for a consortium of practices which specializes in obstetrics and gynecology in the southeast. With more than 200 physicians and over 40 certified nurses, they serve patients in over 40 locations, including satellite offices and the central business office.

Challenge

- High denial rate leading to bad debt
- Increase in incorrect claims processing due to high out of network denials
- Slow payment processing due to lack of customization of appeals according to the payer

Solution

- Reviewed top denial reasons so they can be identified before getting billed to insurance
- Highlighted claims that were being incorrectly processed and denied as out of network and promptly updated the client to address the issue
- Integrated appeals into IKS Health's denial management solution to reduce denials stemming from incorrect patient information capture and rectified minor errors to enhance effectiveness of appeals

Results

Improved gross collection ratio by 8% due to reduction in denial rate

Increase in collections for the months of May and June 2023

Impact delivered

\$2.2M
Cash upside

\$3.1M
Cost savings

\$85+
Increase in net payments per visit