



# Appeal Services

## Retain More Cash and Reduce Administrative Burdens

Denials are part of our normal routine, and hospitals must find a way to manage them to maximize revenue. Resources are challenging right now, and sometimes that means denials are simply ignored. Most hospitals, however, track and chase denials with appeals.

We know writing appeals is time-consuming and requires dedicated resources. In recent years, 69% of appealed claims were overturned in favor of the provider according to the American Hospital Association. Managing the process is important because, if you do not submit an appeal, you have no chance of recovering revenue.

The Craneware Group, known for a wide array of 340B and revenue intelligence solutions, including Trisus® Chargemaster serves customers with high success rates and extensive expertise related to appeals. Our experienced registered nurses are dedicated to assessing complex denials from any payor, for any reason, including:

- Level of Care
- DRG Validation
- Medical Necessity
- Bridged Claims

### WHAT TO KNOW ABOUT OUR SERVICES:

- Straightforward pricing
- No minimum number of referrals required
- Easily accessible process
- We are experts in commercial payor, Medicare, and Medicaid rules and tactics
- We can step in at any level to support you

## Flexible Appeal Services to Meet Your Hospital's Needs

If you are struggling with a backlog of denials, need help with only complicated cases, or have temporary staffing needs and just require some extra assistance, we are here to help.

Our professionals work with you at any level of the appeal process. Whether you are just beginning or need our proven expertise at an advanced appeal level, **you** decide when to engage our services.

We are adept at responding within the aggressive time frames required and follow these steps: review denied claim(s), write appeal letter(s), compile support documentation and testify when necessary at ALJ hearings. Our **customers remain in control** of the process and have the final say about whether or not to move forward with an appeal.

## About Us

The Craneware Group partners with hospitals to improve operational and financial performance, and we have long-standing relationships with nearly half of U.S. hospitals.

Our team members are experts with years of professional experience, and are focused on your goals. We have the experienced resources you need to successfully appeal denied claims:

- Nurse case managers with 25+ years' experience in case management
- Extensive cardiology, general medicine, OB-GYN, rehabilitation, and home care clinical experience
- Certified inpatient/outpatient coders with 20+ years' experience in auditing and coding
- Experienced patient financial services and certified health information management staff

**Leverage Appeal Services to supplement staff and recover hard-earned revenue.**

"Their goal is ours, to recoup or retain the revenue we deserve for the care we provide."

-15-yr. Appeal Services Customer

"**Unresolved claims** denials represent an average annual **loss of \$5 million** for hospitals representing up to 5 percent of net patient revenue."<sup>1,2</sup>



**Let's Chat!** 

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1 <https://revcycleintelligence.com/news/overthird-of-hospital-execs-report-claim-denial-ratesnearing-10>.

2 <https://www.beckershospitalreview.com/finance/denial-rework-costs-providers-roughly-118-per-claim-4-takeaways>