

RETROSPECTIVE REVIEW AND DENIAL MANAGEMENT SERVICES



In some settings, regardless of PFS efforts, underpayments occur. The industry norm is that 4-5% of managed care net revenues are underpaid. QHR has partnered with a group to address this issue via our SSP program. They are willing to work with all QHR facilities on a contingency basis, regardless of size, and offer very competitive terms. In addition, they will support the facility in its denial management processes should the hospital elect to engage them.

- The SSP partner can be chosen by the QHR facility to perform a retrospective review and associated collections processes. The relationship and expected payments to the SSP are strictly contingent with the SSP partner sharing the collected monies with the facility. In addition, all recovered monies are remitted directly to the hospital.
- The SSP will provide reports that provide insight to payor irregularities, prompt pay non conformance, and denial activities by type that can support process improvements at the hospital level.
- The hospital may elect to use the SSP as an alternative to implementing a contract management system, or as an augment to the existing activities and monies recovered through such tracking systems.
- Continued use of the SSP can serve as a validation of the effectiveness of the identification and collection efforts of PFS staff. It can identify process improvement opportunities, and specific payor problems that require attention.
- Should a facility so elect, they can engage the SSP on an ongoing basis to address denials much earlier in the process at a more attractive contingency fee. This approach tends to have a much higher recovery rate as well.

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