

Case Study



How QWay Healthcare Helped Reducing Denial Rates of Claims?

PROBLEM STATEMENT

The client, a mid-sized healthcare facility, was grappling with a high denial rate for their insurance claims. Despite their best efforts, a substantial percentage of claims were being rejected or denied by insurance payers. This situation not only hampered the facility's revenue stream but also put a strain on their administrative resources.


FINDINGS


QWay Healthcare conducted a thorough assessment of the client's RCM processes and identified key findings:

- **Data Analysis:** A significant portion of denials were attributed to incorrect patient information, coding errors, and missing documentation.
- **Lack of Automation:** Manual data entry and claim submission processes were prone to errors and inefficiencies.
- **Limited Denial Insights:** The client lacked a robust system to track and analyze denial patterns, hindering the ability to make informed decisions.

OUTCOMES

QWay Healthcare achieved a 65% decrease in the denial inventory within 6 months and achieved net collections of \$1 million on a balance of \$2 million. Additionally, the health system achieved a 40% cost savings from outsourcing coding denial management to QWay Healthcare.

 **(609) 905-7929**

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AT A GLANCE

CHALLENGES

- Lack of visibility
- Manual Processes
- Complex payer guidelines
- Inadequate follow-ups

BENEFITS

Process Automation

QWay implemented automated systems for data entry, claim submission, and verification, reducing human errors and expediting the entire claims process.

Payer Guidelines Integration

QWay integrated the diverse payer guidelines into the facility's workflow, ensuring accurate claim submissions.

Denial Analysis Tool

QWay introduced a powerful denial analytics tool that identified recurring denial reasons, allowing the facility to address root causes systematically.

Follow-up Protocols

QWay established a streamlined follow-up protocol to address denied claims promptly, correcting errors and resubmitting claims within stipulated timelines.



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65%

Denial Rate Reduction within 6 months with frequent reviews of the usage of the appropriate usage of coding and payer guidelines.



40%

Cost reduction by hiring mobile workforce provided by QWay Healthcare for denial management services.