

### 2016 Essentials Brief

RCM Denial Management Study
Snapshot Report



June 2016



## HEALTHCARE'S MOST COMPREHENSIVE MARKET INTELLIGENCE RESOURCES & ADVISORY SOLUTIONS

# HUMSS Analytics

### HIMSS Analytics<sup>®</sup> LOGIC<sup>™</sup>

- » HIT Adoption
- » Market Opportunity
- » Market Share
- » Contacts
- » Benchmarking

### HIMSS Analytics ® Advisory Solutions

- » Custom Research
- » SyndicatedResearch -Essentials Briefs
- Maturity ModelEducationCertification

### HIMSS Analytics <sup>®</sup> CapSite<sup>™</sup> Database

- » Pricing
- » Packaging
- » Positioning
- » Contract Terms

### HIMSS Analytics ® Advisory Services

- » HealthcareOrganizationBenchmarking
- » Advisory Services for Providers
- Certified EducatorPrograms forVendors

# UNIQUELY POSITIONED TO DELIVER ACTIONABLE INFORMATION

Healthcare Delivery Organizations

**Himss** Analytics

Healthcare IT Solutions



#### **VENDORS MENTIONED IN THIS REPORT**











































#### Methodology & Demographics

Methodological Approach 1: Web based survey

Dates of Data Collection: June 7, 2016 to June 17, 2016

Target Audience(s): C-Suite, VPs/Directors/Managers for Revenue Cycle, Patient Access, Patient

**Financial Services** 

**Number of Respondents**: 63

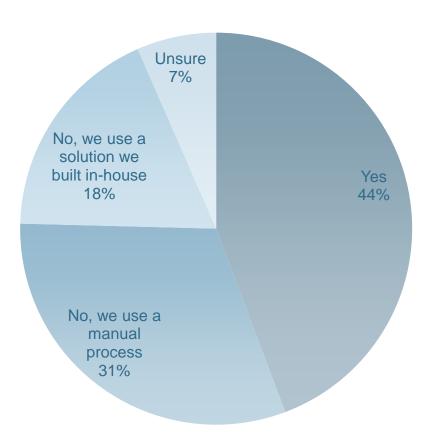
Respondents by Organization Type	
Academic medical center	6.3%
Critical access hospital	41.3%
Hospital, multi-hospital, integrated delivery	42.9%
Other	9.5%

Respondents by Bed Size	
< 26 Beds	38.1%
26 to 100 Beds	20.6%
101 to 250 Beds	15.9%
251 to 500 Beds	11.1%
501+ Beds	14.3%

#### Adoption of denial management solution limited

#### Does your organization currently utilize a vendor provided denial management solution?

For the purposes of this study denial management is being defined as a process that leads to cleaner submitted claims and fewer denials from payers. This process can involve a vendor provided solution, a solution built in-house, or a manual process.

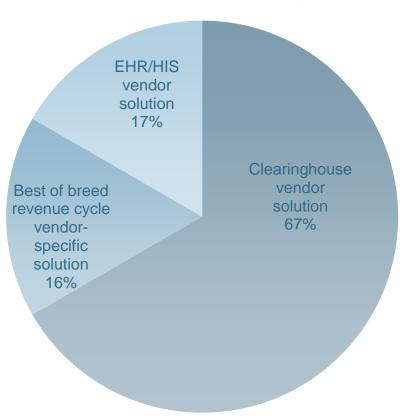


- Fewer than half of study respondents indicated their organization utilizes a vendor provided denial management solution
- Respondents were presented with a definition of a denial management solution to ensure understanding of questions moving forward
- Highlights the opportunity of revenue cycle and claims management vendors to capture market share and mind share

#### What best describes your denial management solution?

Organizations approach the market differently for their RCM solution, choosing between EHR/HIS, Clearinghouse, and Best of Breed Revenue Cycle solutions.

#### Which of the following best describes your denial management solution?



- Organizations with vendor-provided solutions rely heavily on their clearinghouse vendors for their denial management solution needs
- Other respondents indicated a mix of best of breed and EHR/HIS solutions

#### What RCM vendor do you use and when did you start?

The vendor market is fragmented and implementation volume varies by when they started using their tool.

Who is your primary denial management solution vendor?

When did you start with your denial management solution?

# DATA AND INSIGHTS AVAILABLE IN PREMIUM ESSENTIALS BRIEF

# What are the top benefits realized during the use of your denial management solution?

Among the top benefits were Improved reporting capabilities and ability to set low-balance denial thresholds.

When considering your organization's denial management process, what are the top three benefits realized during the use of your denial management solution?

# BENEFITS AND INSIGHTS AVAILABLE IN PREMIUM ESSENTIALS BRIEF

# What are the top challenges your organization faces with managing denials?

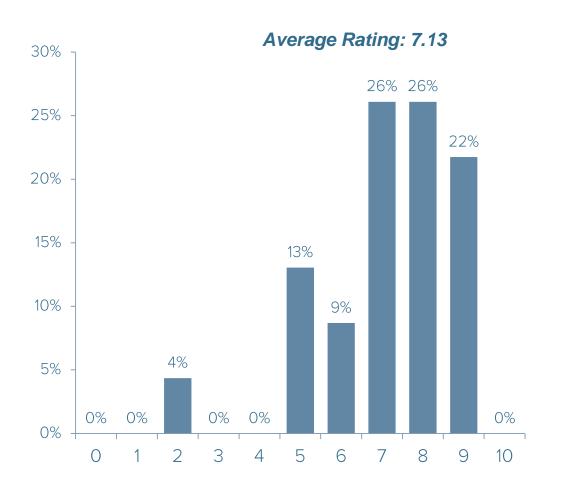
Among the top challenges are payer process/guideline changes and the inability to identify denials from the rest of accounts receivable.

When considering your organization's denial management process, what are the top three challenges your organization faces with managing denials?

# CHALLENGES AND INSIGHTS AVAILABLE IN PREMIUM ESSENTIALS BRIEF

#### **Essential Brief Technology Index**

On a scale from 0-10, how likely are you to recommend your denial management solution to a friend or colleague?



- Respondent sentiment seems to be relatively high when asked if they would recommend their denial management solution with an average rating of 7.13
- The benefits of identifying root causes of denials, denial identity and resolution and fewer write-offs seem to outweigh any challenges with vendor solutions, leading to higher overall satisfaction with solutions in use

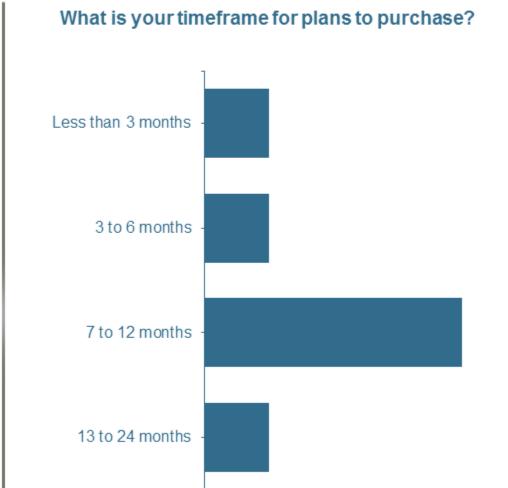
# Does your organization have plans to purchase a denial management solution?

Do you have plans to invest in a vendor provided denial management solution?

DATA AND INSIGHTS

AVAILABLE IN

PREMIUM ESSENTIALS BRIEF



10% 20% 30% 40% 50% 60%

# What vendors are you considering for denial management?

Which denial management vendor(s) do you plan to consider?

# VENDORS AND INSIGHTS AVAILABLE IN PREMIUM ESSENTIALS BRIEF

#### What benefits do you hope to realize from a vendorprovided solution?

Among the top benefits were reduction in number of FTEs working denials and ability to identify root causes of denials.

What are the top three benefits you hope to realize with a vendor-provided denial management solution?

# BENEFITS AND INSIGHTS AVAILABLE IN PREMIUM ESSENTIALS BRIEF

#### What challenges do you hope to address from a vendorprovided solution?

Among the top challenges were inability to identify denials in accounts receivable and resolving issues with payers who use ANSI codes differently.

What are the top three challenges you hope to address with a vendor-provided denial management solution?

# CHALLENGES AND INSIGHTS AVAILABLE IN PREMIUM ESSENTIALS BRIEF

### Looking for more?

Purchase the Premium Essentials Brief for deeper insights, market share data, share of mind data, as well as current and planned purchase data of RCM denial management solutions.



Click the report to request purchase

## Appendix







WANT TO LEARN MORE?

WEB: www.himssanalytics.org

TWITTER: <a href="mailto:ohimssanalytics">ohimssanalytics</a>

LINKEDIN: linkedin.com/company/himssanalytics

HIMSS ANALYTICS
ESSENTIALS BRIEF – ADVISORY SOLUTIONS GROUP