DENIAL REPORT MAY 2020

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Denial Rates

The following table presents the denial rate information for your practice over the last 12 months. The numbers in the table represent the percentage of claims which scrub, receive a front end denial, or receive a back end denial. If there is a "..." in a cell, it means that there were no claims that month.

	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Annual
Scrub Rate	8.1	9.2	9.6	10.3	11.0	11.7	11.9	16.1	15.0	13.5	15.1	14.7	12.4
Front End Denial Rate	0.6	0.6	0.5	0.6	1.0	2.4	1.2	1.3	1.3	1.3	1.5	1.1	1.1
Back End Denial Rate	10.3	10.5	11.1	8.5	9.0	10.3	10.2	10.4	8.7	10.9	11.8	8.7	10.0

Denial Reasons

The following tables present the top 8 drivers of your scrubs, front end denials, and back end denials. The numbers represent the proportion of denials due to that particular reason. The denial reasons were chosen based on their ranking over the entire year.

Scrub Reasons

Rank	Claim Rule	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Annual
1	5107 : Custom Rule(s): Procedure Code Review Required	21.7	20.4	23.5	23.3	19.5	28.4	32.6	51.3	58.4	80.9	34.8	48.9	38.8
2	7000 : Clinical Orders in Review	38.5	42.2	46.8	42.1	47.2	42.8	40.2	22.4	18.0	13.9	2.4	3.4	25.0
3	4422 : Assignment of Benefits Required	2.3	1.6	1.6	0.8	0.8	1.5	1.3	0.8	1.0	2.7	11.7	15.0	4.6
4	4916 : Release of Information Required	2.3	1.6	1.6	0.8	0.8	1.5	1.3	0.8	1.0	2.7	11.7	1.59	4.5
5	7741 : Medically Unlikely Edit Review Required	0.4	0.3	0.3	0.3	0.2	0.2	0.1	0.1	0.2	0.4	14.2	0.2	2.2
6	5151 : Procedure Code Review Required	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	14.1	0.0	2.0
7	Other	34.9	33.9	25.4	32.7	31.4	25.5	24.5	24.5	23.5	19.0	11.5	15.7	23.2
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Front End Denial Reasons

Rank	Denial Reason	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Annual
1	Provider Information	19.8	32.5	52.5	60.9	70.7	48.5	81.9	66.4	75.0	80.5	53.0	75.6	62.3
2	Patient Insurance Issues	22.2	29.4	21.6	15.7	11.0	4.4	6.8	21.5	15.6	9.4	14.9	14.7	13.8
3	Format	24.0	19.4	8.6	0.0	0.7	43.2	0.0	0.0	0.0	0.0	0.0	0.0	8.6
4	Referral/Authorization	28.1	8.8	5.0	15.2	9.5	4.4	8.1	3.1	4.5	5.9	2.8	4.6	6.6
5	Claim Data	2.4	1.2	4.3	2.2	5.1	0.9	1.0	4.7	1.1	1.2	24.3	2.9	5.2
6	Benefits Coverage	0.0	1.2	2.9	3.6	1.1	0.5	0.6	4.7	2.8	1.2	3.0	0.8	1.9
7	Other	3.5	7.5	5.0	1.4	1.8	0.2	1.6	0.5	0.9	1.9	2.0	1.3	1.7
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Back End Denial Reasons

Rank	Denial Reason	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Annual
1	Additional Documentation Required	20.5	16.3	16.0	17.3	16.0	19.5	24.1	16.8	14.6	19.5	21.0	34.7	20.1
2	Medical Policy	18.6	18.7	20.2	14.0	14.9	13.7	11.8	16.0	12.4	10.5	14.6	8.1	14.3
3	Patient Insurance Issues	5.8	4.7	7.2	7.7	7.7	6.5	8.8	15.2	19.6	18.6	12.8	9.9	10.8
4	Benefits Coverage	7.9	9.5	8.8	8.5	9.4	9.5	9.5	7.3	9.1	11.3	15.4	10.9	10.0
5	Provider Information	11.8	16.7	9.1	9.8	15.4	12.5	9.0	10.4	9.7	8.3	4.5	3.5	9.6
6	Denied - not specific	5.5	7.1	8.2	9.2	7.3	7.1	8.2	6.8	7.9	7.1	10.8	15.1	8.8
7	Other	29.9	27.1	30.4	33.5	29.2	31.2	28.5	25.4	25.7	24.7	20.7	17.8	25.5
	Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0