McBee successfully recovered $27 million dollars by appealing cases and holding the insurance auditor responsible for failing to meet appeal deadlines

Client profile: Southwest US based non-profit children's hospital

Over $27M
of additional revenue recovered

Over 2,500
denials overturned
related to auditor missing appeal deadlines

4,550
appeals completed to date

73%
decrease in accounts denied

82%
decrease in denied dollars

CHALLENGE

Like numerous healthcare institutions across the country, this hospital faced a deluge of itemized rejections from a third-party auditing entity. A major payer in the area commissioned this auditor to scrutinize individual charges. Consequently, the hospital was challenged with a high volume of denials post-audits, averaging 400-600 per month, and had to contend with exceedingly tight deadlines for appeals. Recognizing the need for support, McBee stepped in as a trusted partner, an extension of their team, to meticulously review and craft compelling appeals within the constrained appeal windows.

SOLUTION

McBee diligently crafted hundreds of appeals, substantiating services rendered, supported by orders, and in alignment with revenue cycle criteria. These appeals were promptly submitted and meticulously tracked using our denials management software.

- The agency was surprised by the sheer volume of appeals and lacked the necessary staff to address them all in a timely manner.
- McBee aided the hospital in monitoring appeal responses, revealing significant backlog on the part of the auditor and numerous missed deadlines beyond the contractual obligations to the hospital.

RESULTS

Armed with irrefutable evidence of timely submissions, the hospital engaged in discussions with the payer and the third-party auditor, presenting a comprehensive overview of the situation.

- The auditor failed to process 2,500 appeals in a timely manner, resulting in their overturn.
- The cases were worth $27 million in denied amounts to be repaid to the hospital.

ADDITIONAL RESULTS

- The auditor began issuing less denials from line item chart reviews resulting in 73% decrease from the high 500 cases denied to 137.
- The decrease in denied amounts dropped from $5.5 million to $1 million.
- McBee and the hospital work in partnership to track and trend denial responses and errors by the auditor.

McBee is dedicated to relieving the challenges of appeals management for both existing and prospective clients by leveraging our robust expertise, appeals process, vigilant monitoring and data-driven analysis. Beyond securing favorable financial outcomes through successful appeals, our specialists provide your organization with the necessary tools and resources to counteract excessive actions by payers and their auditing agencies. Learn more about our appeals and denials management services, and one of our experts will reach out to you.

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