

TELCOR REVENUE CYCLE SOLUTIONS: A PROVEN APPEALS STRATEGY

In recent years, laboratories across the country have been grappling with declines in revenue due to various factors including regulatory requirements, evolving payer guidelines, and a complex reimbursement system. According to StopLabCuts.org, since the Protecting Access to Medicare Act (PAMA) was enacted in 2014, 72% of tests on the Clinical Laboratory Fee Schedule have faced payment cuts. To survive these challenging industry conditions, maximizing revenue by streamlining the appeals process is paramount to the success of every laboratory.

TELCOR Revenue Cycle Services (RCS) has established several best practices to ensure customers' net collected revenue goals are met. Each practice capitalizes on functionality built into the TELCOR application, such as:

- effective front-end processing rules to reduce the number of soft denials (rejections),
- robust tools to process appeals efficiently, and
- powerful, real-time reporting capabilities to ensure informed decision-making.

Prioritizing Appeals with TELCOR

Front-End Processing Rules to Submit Clean Claims the First Time

Prior to claim submission, the TELCOR application verifies the claim is clean and compliant by:

- identifying claims requiring prior authorization and restricting claim submission until it is obtained,
- implementing payer jurisdictional rules to ensure claims are directed to the right payer the first time,
- checking benefits eligibility in real-time, and
- flagging the claim and automatically sending a request via fax, email, or the client portal for missing information.

Using configurations and the rules engine within the application, laboratories can prevent rejections, saving time and effort on resubmitting claims. Sending out complete claims the first time allows billing staff to focus their priorities on appeals.



Sarah Stewart, Vice President of RCS, leads her team of billing experts to successful increase collections for a variety of laboratories. "Our goal is to exceed expectations for each customer," says Stewart. "The key to our

success is due to the flexibility of configurations in the TELCOR RCM application."

By maximizing the powerful TELCOR RCM application throughout one year, Sarah Stewart and her team were able to:

- double overall collections for several customers,
- reduce days sales outstanding (DSO) by more than 50%, and
- process more than 500,000 claim denials.

TELCOR Tools to Manage Appeals Timely and Efficiently

In the dynamic landscape of revenue cycle management, efficient appeals processing is crucial for laboratories of any kind striving to optimize their revenue outcomes. TELCOR RCM offers a comprehensive set of tools designed to automate and streamline the appeals process.

The **Appeals Workqueue**, one of many dedicated workqueues to prioritize appeals within TELCOR RCM, monitors appeal statuses with associated dollars. It includes tools for assignments, appeal classification, follow up, and easy update and batch submission to ensure multiple levels of appeals are successfully processed. Appeal levels and turnaround requirements can be defined per payer to allow management to ensure appeals are sent and received according to payer requirements.

Additionally, the **TELCOR RCM Document Management module** offers a wide range of features that revolutionize document handling and enhance efficiency when compiling appeals packages. The module retrieves documents from external sources and utilizes mail merge to generate custom letters. Required documentation is then seamlessly linked to appeal packages according to the specific requirements of the payer. This streamlined process significantly reduces the time and effort spent searching for documentation and boosts the chances of a successful appeal, allowing the billing team to allocate their resources to other vital tasks.

Real-time Reporting to Track and Trend Denials

TELCOR provides unmatched data visibility and reporting capabilities for both financial and employee performance. The Appeal Productivity report and Appeal Analysis report provide insights into:

- turnaround time,
- appeal count,
- amount paid post-appeal,
- success rates, and more.

The challenges faced by laboratories today require an advanced and integrated revenue cycle solution. By harnessing the power of TELCOR RCM and experienced U.S.-based billers, TELCOR RCS empowers laboratories to optimize revenue collection, enhance financial performance, and focus on their core mission of delivering quality healthcare services.

To learn more about TELCOR Revenue Cycle Services, contact sales@telcor.com or call 855-489-1207.



"I use the reports for my KPIs that I have to report out every month and it helps us to compare month-to-month numbers, client to client, and keep track of things to make sure we're on top of everything."

Colleen Hunsucker
Revenue Cycle Manager
Orange Pathology

► [Discover more at TELCOR.com](https://www.telcor.com) or call 855-489-1207.