

CLEVELAND, OHIO



**Effective Appeal Strategies and Technological  
Solutions for Increased Reimbursement**

May 1, 2024





## PARTNERSHIP

# Who is Quadax...

- 50 years in healthcare billing industry, 30 years focused on lab
- Technology and service organization
- Best in KLAS EDI clearinghouse
- Full-service RCM with three solutions:
  - Outsourcing (BPO)
  - SaaS
  - Hybrid
- One partner with strong 3<sup>rd</sup> party relationships
- Lab industry driven software and tenured team, serving...
  - Independent Labs
  - Hospital Reference & Outreach Labs
  - Laboratory Developed Tests (LDTs and ADLTs)



# Meet The Panelists...over 60 years of combined experience in RCM



**Moderator, Tom Cronin**  
SVP, Revenue Cycle Strategy & Analytics



**Phil Conard**  
SVP, Solution Strategy & Support



**Mike Kovacs**  
SVP, Client Engagement



**Chad Miles**  
Director, RCS Reimbursement Management



**Quadax**, is a leading provider of revenue cycle solutions, offers expert guidance to help clients achieve organizational excellence, advance their standard of care, and improve financial performance. Based in Cleveland, Ohio, for 50 years Quadax has achieved remarkable growth through continuous technological advancements in revenue cycle management.



**What are the different types of claim denials that influence appeals?**



**What are the steps in an effective appeal process and what should be included with the appeal?**



**What technologies are available to reduce administrative burden and help automate appeals?**



**How do you use analytics to manage the appeal process?**

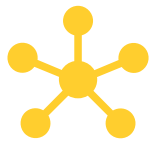
# Appeal Success Metrics



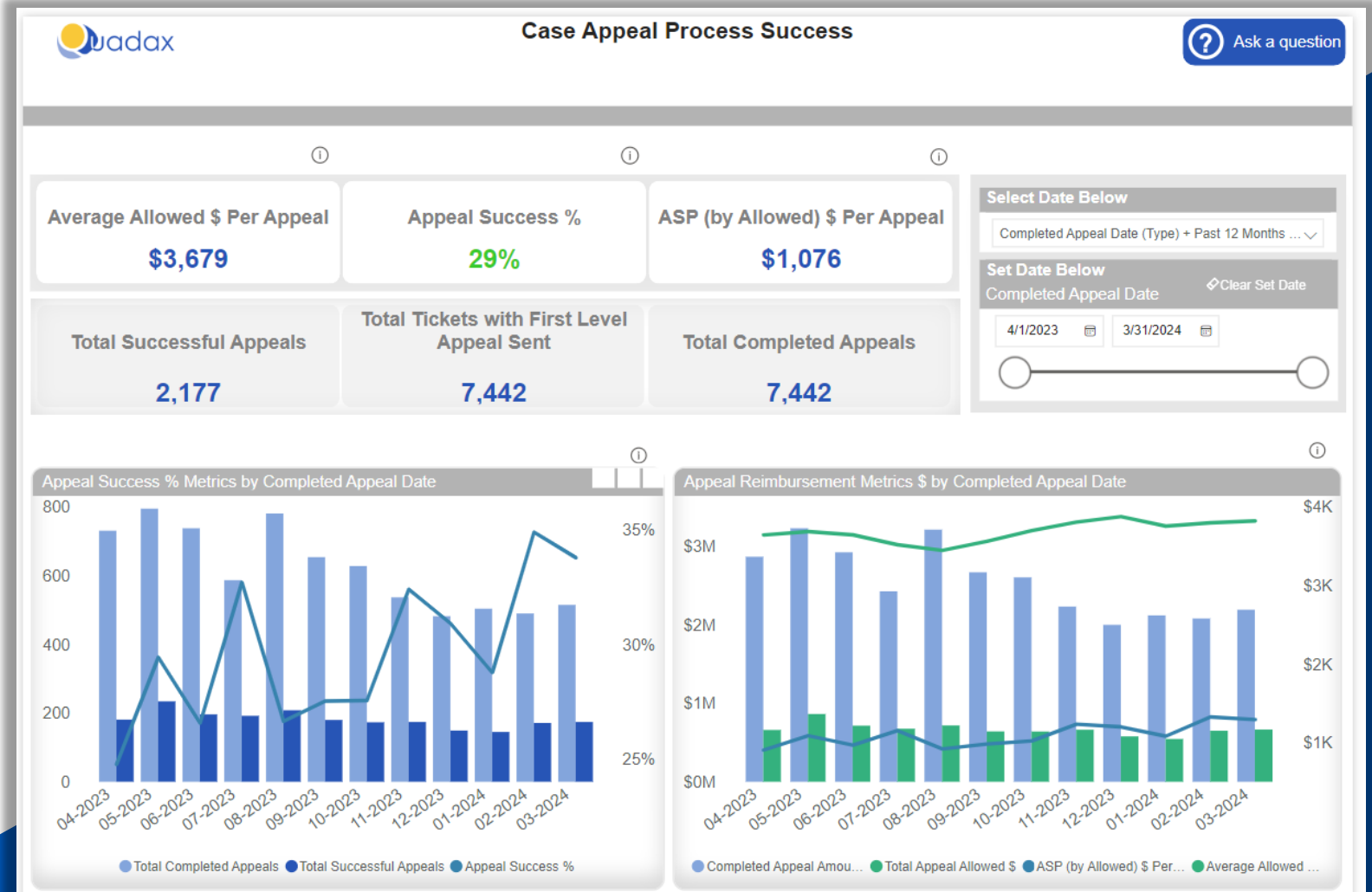
Measure success rates and average allowed/paid amounts.



Breakdown by billing entity, test, CPT codes, appeal levels, and insurance.



Insurances further grouped together into financial categories, insurance companies, and insurance plans.





# Appeal Success Metrics



State Medicaid

Medicare Advantage



**What are the varying strategies for appeals?**



# Questions

# Thank You

Quadax is the leading and trusted healthcare partner delivering revenue cycle optimization solutions driven by the needs of our clients, powered by business analytics, and supported by superior service to improve reimbursement of care.