



# Improve cash flow and reduce the cost to collect with end-to-end denial management.

Dell Business Process Outsourcing (BPO) Denial Management Services



Let Dell help you reduce the cycle time of denied claims with effective follow-up — resolving accounts quickly and seamlessly.

With today's ever-changing medical regulations, does your busy staff have enough time to work on claim denials? Failure to follow up on denied claims could be extremely costly. Insurance companies deny claims mostly due to incomplete data, duplication of claims or for services provided before coverage started/after termination.

At Dell, we believe in timely follow-up for effective and end-to-end denial management. We work with your practice to resolve accounts quickly and minimize the time it takes to re-file. Our services help you identify the root cause of a denial, correcting any coding mistakes.

We also help track, identify and correct claims during the submission process to ensure you submit error-free claims to the insurance company. Dell Business Process Outsourcing (BPO) Denial Management Services aim to reduce the cycle time of a denied claim by helping you:

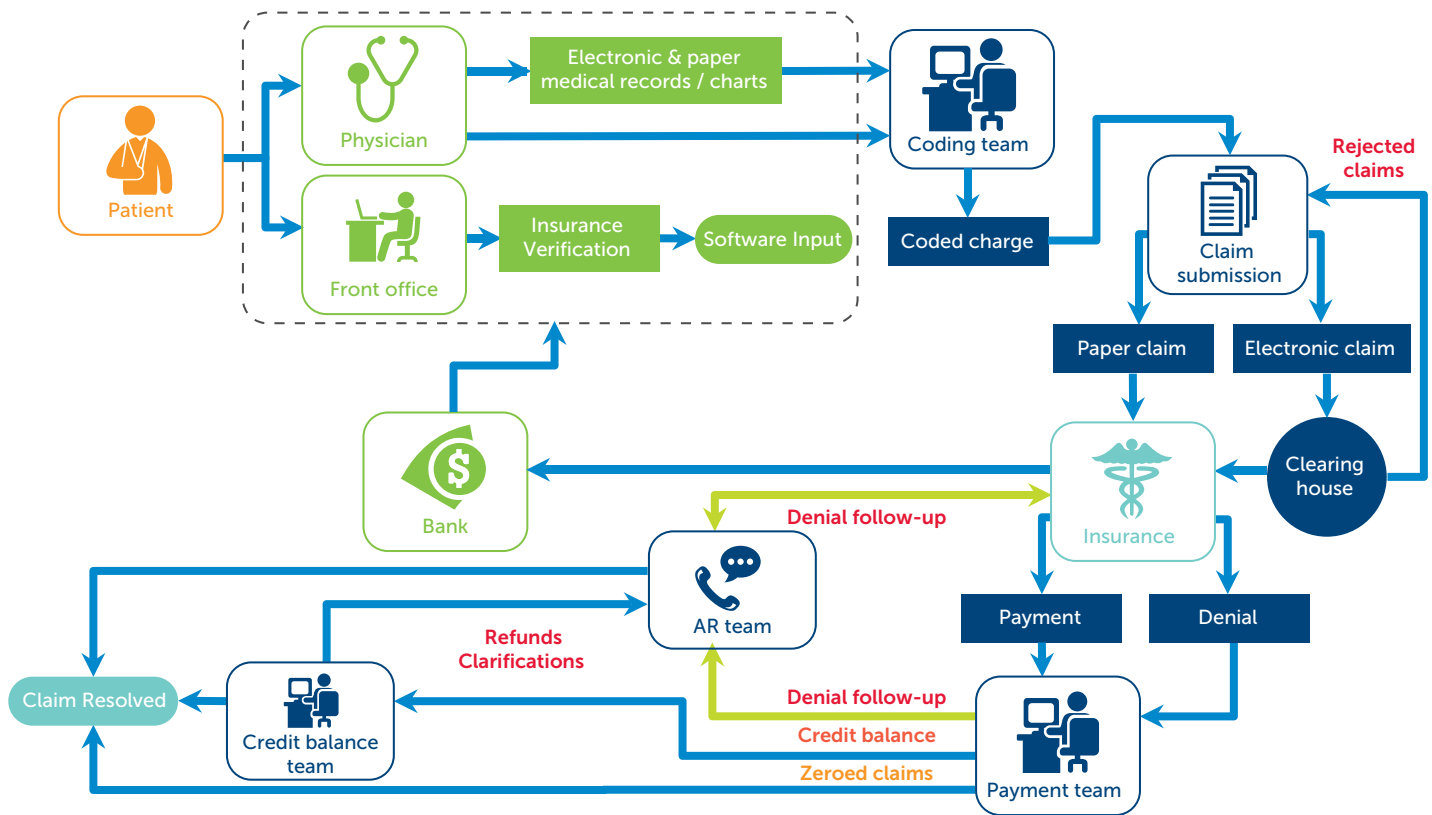
- Identify the root cause of denied claims
- Correct and prevent coding issues in the claims process
- Follow up with insurance companies for a swift resolution
- Resolve denials within 48 to 72 hours

With in-depth claims expertise, our team can write an effective appeal for a claim denied for non-administrative reasons to ensure a fast and problem-free reimbursement.

## Key benefits:

- Increased collections and improved cash flow
- Fast account resolution and insurance company follow-up
- Improved processes that can be applied across all accounts where there are a high number of denials
- Reduced re-filing time for denied claims — in some cases, enabling re-filing in only four days

Our services use an end-to-end workflow for fast resolutions and maximum returns, tracking denied claims electronically in our system and coordinating with teams of experts specializing in transaction processing, coding and accounts receivable (AR).



### Target audience

Chief marketing officers, chief financial officers, medical directors, quality assurance/care directors and utilization or disease management teams

### Qualifying Questions

- Do you have enough registered nurses and licensed practical nurses to handle utilization review calls?
- Do you have a 24x7 triage call center?
- Are you facing challenges in maintaining medical loss ratio?

For more information about any of our service offerings, please visit [Dell.com/insurance](http://Dell.com/insurance) or email [bpo@dell.com](mailto:bpo@dell.com) to contact a Dell representative.



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