

#### **Our Team**

At SCALE we are a dedicated team of cloud architects, data scientists and analyst versed in healthcare data and mathematical models to help discover insights from your data.



Carlos Martinez Senior Vice President



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Managing Director, SCALE RCM

SCALE's Denials Management Platform leverages your 835 data to give you visibility to denials and denial trends, track actions on denials and even delegate actions to specific members on your team.

In working with hundreds of specialty practices we've seen the frustration of countless RCM teams to get the information they need to collect the money their practice has earned. So we started with a simple premise. How do we take the data a practice already has and transform it into actionable information on a simple interface? Our DMP is just that.

Requiring very little initial setup the SCALE DMP provides your team with:



## **Visibility to Denials**

Flexibility to sort them your way



#### **Status Capture**

Notes & attachments capability, providing visibility to what's been done, with a follow up date



### **Dispatch Functionality**

Capability to route each denial to the right person on your team



#### Trending graphs

Management level visibility to help you identify when denial patterns shift

# **Denials Manager Platform**



Control Panel

Denials by CARC codes

My Work Queue

Claim and Patient Information

Provider Level Adjustments

Power Bl Visuals

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### **Features**

- + Denials by CARC Codes
  - Denials grouped by category and message code for any period of time
  - Detail view of payer, procedures, accounts, check number, rendering provider, source file, claims, etc.
- + My Work Queue
  - Denial details above plus free form text to update in application
  - Denial status (Unassigned, Assigned, On hold)
- + Claim and Patient Information
  - Ties denial to claim including claim level billed charges, paid and adjustments.

- + Provider Level Adjustments including all adjustments made to providers
- + Cube creating a live relationship between all data above.
- + Power BI Visuals: Trended Reports
  - Payments by Payor, doctor, year, denial amount, claim, CPT
  - Denials by Payor, doctor, year, denial amount, claim, CPT
  - Denials breakdown Coding, improvements, category, insurance groups



SCALE prides itself in developing customized solutions for its clients and helping healthcare organizations grow and thrive in a challenging marketplace. Now, we are ready to help you. We look forward to sharing examples of how we have helped our clients and invite you to schedule a 1-on-1 complimentary practice management consultation with us.