

# SCALE Denial Management Platform

## Our Team

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



**Carlos Martinez**  
Senior Vice President



**Lancer Seaman**  
Executive Partner



**Bobby Trenczer**  
President, SCALE RCM



**Frances Scovil**  
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



### Dispatch Functionality

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



### Status Capture

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



### Trending graphs

Management level visibility to help you identify when denial patterns shift

# Denials Manager Platform

Enter your user name:

Enter your password:

**Control Panel**  
**Denials by CARC codes**  
**My Work Queue**  
**Claim and Patient Information**  
**Provider Level Adjustments**  
**Power BI Visuals**

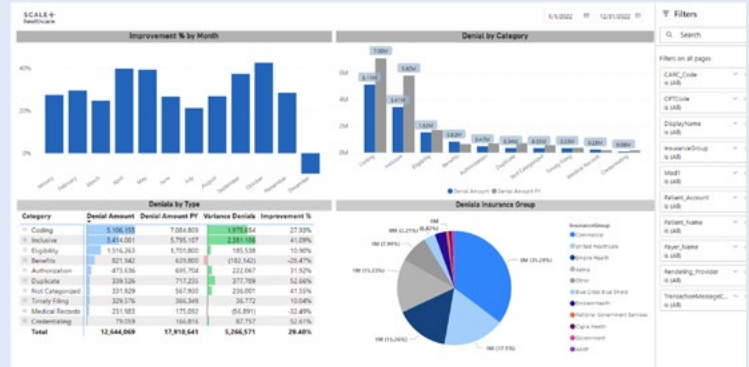
SCALE Healthcare - Denials Management

CARC Denials > 90 Summary 7 rows

April 2023 Control Panel

Include ignored denials

Category	Message Code	Denial Code	Charges	Paid	Denial Amount
Coding	Status Of Claim/Adjust Info Needed	15	400	0	400
coding	Allowable Information	59	400	105	295
Coding	Claim Production/Entry/Format	6	250	0	250
Inclusive	Coding Issue/Question/Condition	97	210	8	203
Inclusive	Unbundling Of Services/Procedure Codes	234	180	0	180
coding	Allowable Information	151	200	15	185
Eligibility	Allowable Information	811	125	0	125



## 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.

Contact Carlos Martinez at [cmartinez@scale-healthcare.com](mailto:cmartinez@scale-healthcare.com) to continue the conversation.