

# Yale New Haven Health Resolves COB Denials to Improve the Financial Performance and Patient Experience with the Help of Knowtion Health.

“ We were looking for a better way to work these labor-intensive denials that would enhance the patient financial experience while delivering more dollars to the health system’s bottom line.”

Sharlene Seidman  
Vice President of Patient Financial Services  
Yale New Haven Health

## About Yale New Haven Health

- Located in CT, NY & RI
- 5 hospitals and 1 physician foundation
- 124,668 inpatient discharges
- 2.4 million outpatient encounters
- \$4.6 billion in net patient revenue

## Challenge

Volume of costly COB denials was leading to missed revenue opportunities

## Results

- Collected \$1.4M average monthly COB-related revenue by assisting patients with COB Denials
- Improved aging A/R by resolving COB-related denials within 79 days on average\*
- Improved the patient financial experience by helping patients understand what information is needed and why

\*Resolution = cash collected or balance posted to deductible or copayment

Coordination of benefits (COB) denials can negatively impact up to 1% of a hospital’s net patient revenue, create an accounts receivable backlog, and detract from an otherwise positive patient experience.



## Overview

Yale New Haven’s COB denials were negatively impacting cash collections and aging accounts receivables. The revenue cycle was diligently working the denials internally, but many of the claims were going to bad debt because patients weren’t responding to requests for additional information such as accident details, prior medical history forms, retirement, workers’ compensation or eligibility updates and more. Without resolution, patients received statements and requests for payment, which not only added to their frustration, but jeopardized an otherwise positive patient financial experience.

## Partnership to Resolve Denials

Yale New Haven engaged Knowtion Health to serve as a relationship-building extension of their health system’s team. Knowtion Health’s denials program regularly helps recover 65 to 75% of COB denials, as compared to the 20 to 30% recovery rates that health systems typically recover on their own. Knowtion Health’s dedicated team worked Yale New Haven’s accounts after day 30 utilizing a proprietary workflow technology and a TCPA compliant and patient-centric communications approach to resolve the denials.

## Denials Resolution

Whatever the need, Knowtion Health acted as a claim facilitator, providing guidance and support, as well as helping patients with paperwork. In some cases, Knowtion Health is able to resolve the denial without patient involvement and found success in appealing denials based on a payer’s unfounded refusal to pay.

## Sustainable Denials Management

Knowtion Health also helps create a sustainable process for denials management to prevent and mitigate future COB denials by providing staff education, measuring performance and recommending workflow improvements.

