



## INSURANCE DENIALS MANAGEMENT

Each year, health insurance companies and government payers process - and deny - hundreds of millions of claims. Revco Solutions partners with hospitals, health systems, and physician groups to supplement the time-consuming process of coordinating with payers to collect payments owed from patients and payers alike.

Additionally, through a new strategic partnership with ARM, a Revco Management Company, we are capable of implementing a more aggressive denials management strategy on your behalf. We can put our specialized denials division, utilizing a proprietary Denials Management System (DMS) software, to work for you, ensuring proper and consistent appeals activity on all denied accounts, until resolution. A Look at Our Process:

### STEP ONE: ASSIGNMENT

The denied account is assigned to a ARM Denials Specialist who will review the account and contract matrix to determine the reason for the denial. In most cases, we will contact the payer by phone to confirm the reason for the denial and the steps necessary to appeal or resubmit the claim for payment. And while our sophisticated, system-driven process ensures continuity of activities and protects against untimely filing issues, our automated system acts as a backup to ensure that no account falls through the cracks.

### STEP TWO: CLAIM RESUBMISSION OR APPEAL

Depending on the reason for the denial, our denial management process may include a simple correction or provision of pre-certifications and other necessary documentation so that the bill can be re-processed and paid. Denials for medical necessity will be reviewed by a clinical biller or physician, and we will work to compile all necessary documentation for appeal.

### STEP THREE: PAYMENT

Payments will be made directly to you, and Revco Solutions will compile robust reporting on all denial activities, account statuses, and payments to keep you up-to-date.

## ABOUT REVCO SOLUTIONS

Revco Solutions is a new name in collections that has been built on a foundation of proven solutions. Created by the acquisition of Professional Recovery Solutions and Credit Bureau Collection Services in 2019, we bring over a century of collection experience to the healthcare industry. In March 2021 the Revco Management family of companies expanded its reach even further with the acquisition of ARM Financial Services. ARM specializes in denials management and has been helping hospitals collect revenue that is improperly denied by carriers for over two decades. Our combined organizations manage billions in placements annually from hundreds of physician practices, hospitals, and health systems, including several of the country's top ten largest non-profit systems. To learn more visit [www.RevcoSolutions.com](http://www.RevcoSolutions.com)

