aspirion

CASE STUDY

# Denials Management

$103M+ in Total Recoveries—Comprehensive Clinical/Legal Approach Transforms Medical-Necessity Appeals

**$55M+**
recovered from medical necessity denials with clinical review team + attorneys

**$42M+**
recovered from medical-necessity denials disguised as authorization denials

**50%+**
success rate for readmission denials and $6M+ recovered

## RESULT

**Exceptional Medical Necessity Recovery:**
- Recovered $55M+ from medical-necessity denials using Aspirion's clinical review team and dedicated legal expertise

**Hidden Revenue Discovery:**
- Uncovered $42M+ in recoveries for medical-necessity denials disguised as authorization-related denials

**Readmission Recovery Success:**
- Achieved $6M+ in readmission denial recoveries with over 50% success rate

## CHALLENGE

**Complex Medical Necessity Landscape:**
- Inpatient medical-necessity denials represented over 90% of all medical necessity denials with average 4-day length of stay

**Level of Care Disputes:**
- High volume of inpatient level of care denials for 2-4 day stays, where payers demanded observation-level billing instead

**Escalating Readmission Pressure:**
- Readmission denials skyrocketed over 500% from 2022 to 2024, creating unprecedented revenue risk

## SOLUTION

Aspirion deployed a multi-pronged strategy combining clinical expertise with legal precision:

**Strategic Case Assessment:**
- Identified weak cases for potential inpatient-to-observation claim corrections using CMS and payer guidelines while ensuring timely filing

**Clinical-Legal Integration:**
- Leveraged Aspirion nurse review team to strengthen attorney-filed appeals with clinical documentation

**Regulatory Expertise:**
- Applied state-specific statutes in appeals process when carriers denied authorized inpatient services for medical necessity

LEARN MORE

"**Aspirion is timely**. They have **great customer service**, and they are **staffed well with competent people**. Aspirion has online **attorneys** too, so that makes the **processing of claims go a lot faster**. Also, the **firm is very patient friendly and hospital friendly**."

**VP/Other Executive, Denials Management Client**
*July 2024, collected by KLAS Research*

BEST IN KLAS DENIALS MANAGEMENT SERVICES 2025

## About The Provider

- Leading not-for-profit community health system serving the Midwest
- Encompasses 200+ care locations across primary, urgent, pediatric, cancer and specialty services, plus 14 hospitals

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