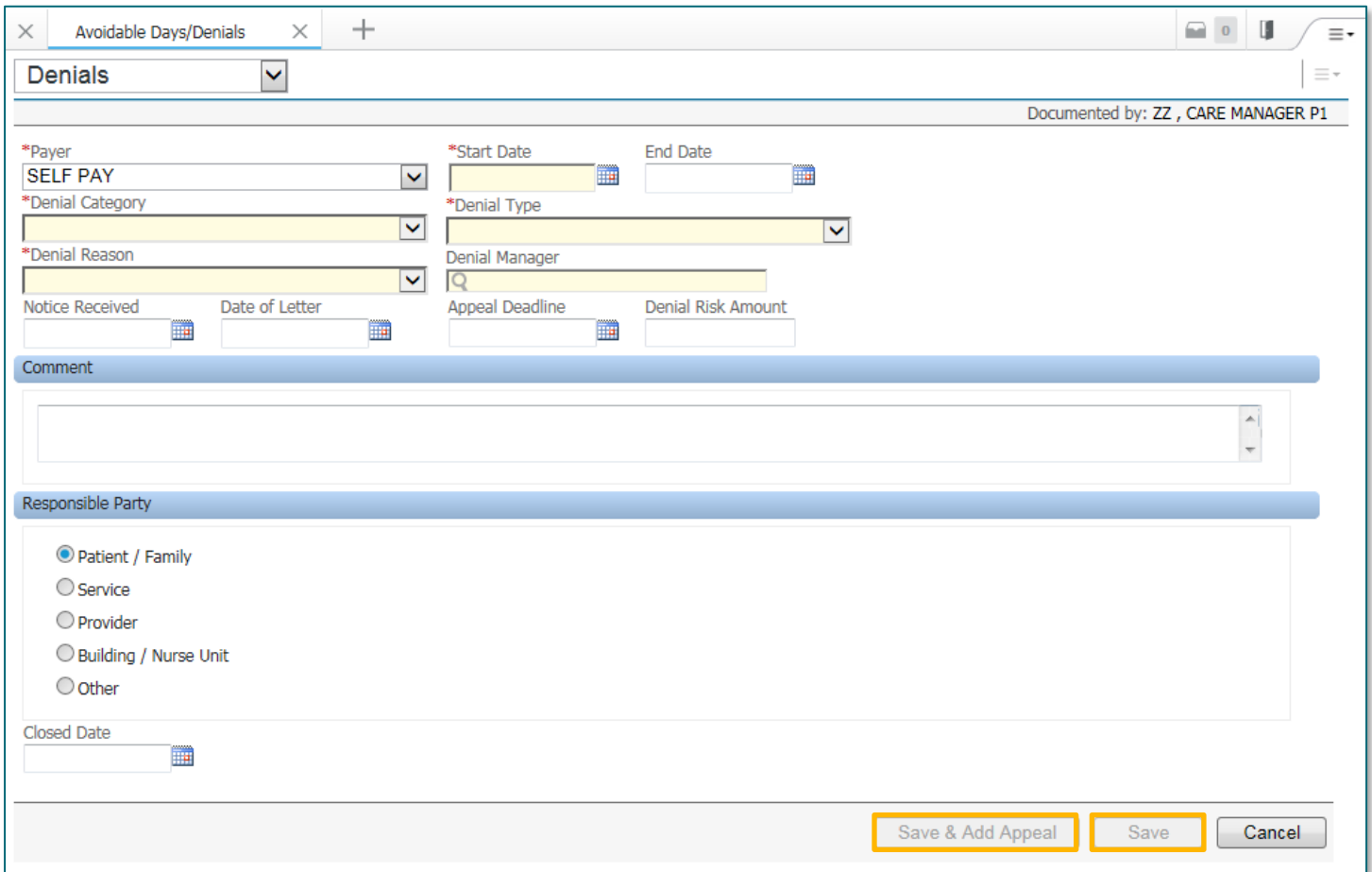


There will be no change in process in how denial paper documents are handled. Denials that are not currently being documented electronically will be documented in Cerner. If Kraneware is being used, those denials will continue to be documented in that system. The denials not in Kraneware, are documented in Cerner.

Denials

- STEP 1:** In Care Manager View, click the Avoidable Days/Denials tab (MPage).
- STEP 2:** In the Denials component, click the **blue + sign** next to Denials.
- STEP 3:** Complete all the required fields indicated by the red asterisk and yellow fields.
- STEP 4:** Enter the Notice Received, Date of Letter, Appeal Deadline, and Denial Risk Amount if known.
- STEP 5:** Use the **Comment** field to enter any comments about the denial.
- STEP 6:** **Responsible Party** defaults to **Patient/Family**. **This should not be changed.**
- STEP 7:** Click **Save**. If the Appeal is to be documented at this time, click **Save & Add Appeal**.



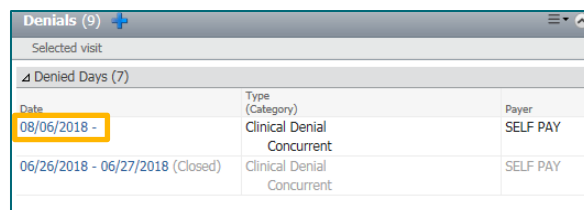
The screenshot shows the 'Avoidable Days/Denials' window in Cerner Millennium. The 'Denials' dropdown is selected. The form includes the following fields and sections:

- Documented by:** ZZ , CARE MANAGER P1
- *Payer:** SELF PAY (dropdown)
- *Start Date:** (calendar icon)
- End Date:** (calendar icon)
- *Denial Category:** (dropdown)
- *Denial Type:** (dropdown)
- *Denial Reason:** (dropdown)
- Denial Manager:** (text field with search icon)
- Notice Received:** (calendar icon)
- Date of Letter:** (calendar icon)
- Appeal Deadline:** (calendar icon)
- Denial Risk Amount:** (text field)
- Comment:** (text area)
- Responsible Party:** Radio buttons for Patient / Family (selected), Service, Provider, Building / Nurse Unit, and Other.
- Closed Date:** (calendar icon)
- Buttons:** Save & Add Appeal, Save, and Cancel.

Appeals

STEP 1: To document an appeal on a saved denial, click the **Avoidable Days/Denials** tab to open the MPage.

STEP 2: Navigate to the **Denials** component. The number in the component header indicates how many denials and appeals have been documented on this encounter. If more than one denial has been entered, identify the correct denial and click the **blue date**.



The screenshot shows a window titled "Denials (9)" with a sub-header "Selected visit". Below this is a table with the heading "Denied Days (7)". The table has three columns: "Date", "Type (Category)", and "Payer". The first row shows a date "08/06/2018" highlighted in blue, with a "Type" of "Clinical Denial" and "Concurrent", and a "Payer" of "SELF PAY". The second row shows a date range "06/26/2018 - 06/27/2018 (Closed)" with a "Type" of "Clinical Denial" and "Concurrent", and a "Payer" of "SELF PAY".

Date	Type (Category)	Payer
08/06/2018	Clinical Denial Concurrent	SELF PAY
06/26/2018 - 06/27/2018 (Closed)	Clinical Denial Concurrent	SELF PAY

STEP 3: Click **Save & Add Appeal**.

STEP 4: Complete all the required fields indicated by the red asterisk and yellow fields.

STEP 5: Enter the remaining information if known.

STEP 6: Enter **Outcome** and **Date** when this information is available.

STEP 7: Use the **Comment** field to enter any comments about the appeal.

NOTE: The **Comment** field is not a form of communication to the provider reviewing the appeal.

STEP 8: Click **Save**. The **Appeal Date**, **Level**, **Status**, **Outcome** will update in the Denials component under the heading of Appeals. The **Expected Response** date will also display if documented.

Denied Days Worklist and Appeals Worklist

➤ Use the **Denied Days** worklists to prioritize work and the **Appeals** worklist to track the status of appeals.

➤ Filters

- Click the funnel to open the **Filter Settings** box.
- **Relationship**- Select **Assigned to Me** in order to see only those **Denials** or **Appeals** that you are working with.
- In the **Denied Days Worklist**, click the box next to **Denials with appeals**.
- **Sorting**- sorting the list is customized by user preferences.
- Click **Save configuration as default**.
- Click **Apply**.