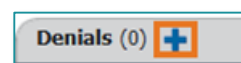


Document denials and appeals in the Avoidable Days/Denials tab by completing required fields, adding relevant dates and comments, and using worklists and filters to manage and track tasks efficiently.

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**.



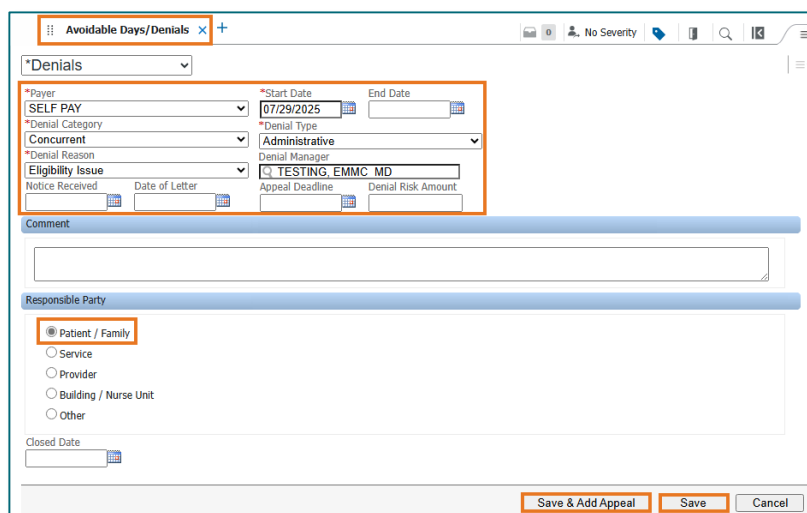
STEP 3: Complete all the required fields indicated by the red asterisk and yellow fields.

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**.

NOTE: This should not be changed.

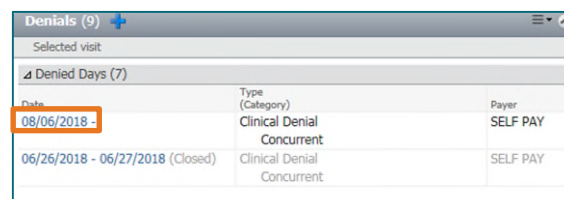


STEP 7: Click **Save**. If the Appeal is to be documented at this time, click **Save & Add Appeal**.

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**.



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**.