

# Denial Prevention Checklist

Is your billing process handing money to insurance companies? Use this checklist to identify denial problems before they drain your revenue.



## Warning Signs You're in Denial Trouble

If any of these sound familiar, your billing process needs immediate attention:

- ☐ You don't know your denial rate
- ☐ You're getting paid less, but can't explain why
- ☐ Denials are piling up, but no one's tracking why
- ☐ You're not sure which denials have been resolved
- ☐ There's no process for reviewing patterns over time
- ☐ Your billing team regularly asks for missing details
- ☐ Claims get denied for "insufficient documentation"

## Prevention Strategies

Now it's time to look at what a well-run billing operation actually does differently.

- ☐ **Start with the Source:** Group denials by issue, so you can solve the actual problem instead of reacting to the fallout.
- ☐ **Review Documentation:** Ensure provider notes clearly support medical necessity for all services. Watch for missing history, generic assessments, and vague notes.
- ☐ **Work Smarter With Tech:** Use automated tools to catch errors, streamline workflows, track performance, and accelerate your process.
- ☐ **Get Your Billers Aligned:** Build in a pre-submission review and make sure billers are trained on the rules that matter most.
- ☐ **Tighten Up Appeals:** Create a system to meet each payer's deadlines (usually **30-60 days**). Include all supporting documentation, and follow each appeal until it's resolved.

## Track Metrics That Matter

If your team isn't tracking these, you're leaving too much to chance:

- ☐ **Denial Rate:** Percentage of claims denied after submission. Under **5%** is the goal.
- ☐ **Clean Claim Rate:** How many claims go through on the first try. Best practices hit **95%** or higher.
- ☐ **Days to Denial Resolution:** How many days it takes to resolve a claim and get paid.
- ☐ **Total Revenue Lost to Denials:** The dollar amount that hasn't been recovered.

Claimocity's expert team and RCM solutions help practices prevent denials before they happen.

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