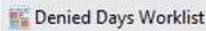
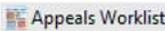


This Quick Reference Guide (QRG) reviews completing the Avoidable Days, Denials and Appeals workflow.

Common Buttons & Icons

	Filter icon
	Denied Days Worklist icon
	Appeals Worklist icon
	Component Header Add icon
	Calendar icon

Set Denied Days/Appeals Worklist Filters

➤ From the UM Worklist:

STEP 1: Click the **Denied Days Worklist** or **Appeals Worklist** icon depending on what you are working on.

STEP 2: Click the **Filter** icon.

STEP 3: Set the Relationship.

STEP 4: Select the Denials with Appeals check box as appropriate.

STEP 5: Click the **Primary** drop-down arrow.

STEP 6: Select the Primary Sorting option most appropriate.

STEP 7: Click **Ascending** or **Descending**.

STEP 8: Click the **Secondary** drop-down arrow.

STEP 9: Select the appropriate Secondary Sorting option as needed.

STEP 10: Click **Ascending** or **Descending**.

STEP 11: Select the **Save configuration as default** check box.

NOTE: Filters will be removed if you refresh the screen if you don't select the check box.

STEP 12: Click **Apply** to run the filter.

Document Avoidable Days

➤ From the UM Worklist:

STEP 1: Click the **Denied Days Worklist** icon in the toolbar.

STEP 2: Set and apply filters as needed.

STEP 3: Click the patient name.

NOTE: **Hovering over a patient name will give you a quick view of the diagnosis, DRG if entered, and the Care Manager's name.**

STEP 4: Type or use the **Calendar** icon to document the Start Date.

STEP 5: Click the **Reason Type** drop-down.

STEP 6: Select the appropriate reason type.

STEP 7: Click the **Reason** drop-down arrow.

STEP 8: Select the appropriate reason.

STEP 9: Type or use the **Calendar** icon to document the End Date as appropriate.

NOTE: **An end date is not required but should be documented when available.**

STEP 10: Scroll down to the bottom of the section.

STEP 11: Click **Save**.

Make Modifications

➤ **From the Avoidable Days/Denials MPage:**

STEP 1: Click the date hyperlink within the appropriate component.

STEP 2: Use the open window to document modifications as appropriate.

STEP 3: Click **Save** at the bottom of the window.

Document Denials

➤ **From the UM Worklist page:**

STEP 1: Click **Denied Days Worklist** in the toolbar.

STEP 2: Run the filter as appropriate.

STEP 3: Click the patient's name.

STEP 4: Click the **Denials** component header + icon on the Avoidable Days/Denials MPage.

STEP 5: Enter the Start Date.

STEP 6: Click the **Denial Category** drop-down arrow.

STEP 7: Select the appropriate category.

STEP 8: Click the **Denial Type** drop-down arrow.

STEP 9: Select the appropriate denial type as Concurrent or Retrospective.

NOTE: When the Denial Type is Retrospective the End Date becomes required documentation.

STEP 10: Click the **Denial Reason** drop-down arrow.

STEP 11: Select the appropriate denial reason.

NOTE: Use the insurance letter to gather the denial information.

STEP 12: Document the Denial Manager as the information is available.

NOTE: Start to type the name and a list will populate based on what you are typing. Then select the name from the list.

STEP 13: Click the **Comment** field to enter free text comments as appropriate.

STEP 14: Scroll down and click **Save**.

NOTE: If you want to document an appeal now, click **Save & Add Appeal**.

Document an Appeal from the Denial

➤ **From the Avoidable Days/Denials MPage:**

STEP 1: Document the Appeals Manager if known.

STEP 2: Document the Physician Advisor as needed.

STEP 3: Click the **Level** drop-down arrow.

STEP 4: Select the appropriate level of the appeal.

STEP 5: Click the **Status** drop-down arrow.

STEP 6: Document the appropriate status.

STEP 7: Document the Sent Date field either typing in the date or using the **Calendar** icon.

STEP 8: Scroll down and click **Save** once all appropriate information is documented.

STEP 9: Review the Appeals information displays in the Denials component.

Update an Appeal

➤ **From the UM Worklist:**

STEP 1: Click **Appeals Worklist** in the toolbar.

STEP 2: Run/Set filters using the **Filter** icon as appropriate.

STEP 3: Click the patient's name.

STEP 4: Click the Appeals date hyperlink you want to update from within the Denials component.

STEP 5: Click the **Outcome** drop-down arrow in the Outcome section on the right.

STEP 6: Select the appropriate outcome.

STEP 7: Record the **Date** of the outcome.

STEP 8: Document comments as appropriate in the Comment field.

STEP 9: Click **Save**.

NOTE: Click the appropriate selection when prompted if you would like to close the denial.

STEP 10: Review the status of the denial in the Denials component to ensure it updated appropriately.