

# A Health System's Path to **\$21.9 Million in Denials Recovery**



## Challenge

A large, multi-hospital health system across the South had a growing denials problem and limited access to specialized claims expertise. Revenue cycle leaders wanted a partner who could manage appeals, surface root cause, and build processes to prevent future losses – while helping staff refocus on higher-value work. They evaluated vendors carefully before committing to a direction.

## Solution

The health system partnered with Revecore on inpatient denials. Root cause triage identified top leakage drivers, including a payer with a notably high denial rate – Revecore recommended a process change that reduced denials across that payer and others. They then expanded to outpatient denials and added Zero Balance Underpayment Recovery, bringing total denials recovery to \$21.9 million.

## Results

What began as a targeted denials initiative evolved into a broader revenue recovery program with lasting operational improvements.

**\$21.9M**

recovered from denials  
across the partnership

Payer-specific denial  
rates reduced through  
targeted process  
changes

Scope expanded to  
outpatient denials and  
underpayment recovery

Discover how Revecore can recover more **for your health system.**



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