



First Look

Managed Resources Denials Management Services 2024

Overturning and Limiting Claims Denials through Education and Market Expertise



Managed Resources Denials Management Services 2024

Overturning and Limiting Claims Denials through Education and Market Expertise

Why This First Look?

For healthcare systems, claims management is a crucial part of realizing revenue, but the complexity of claims and payer-provider relationships often make the process difficult. Managed Resources aims to not only provide consistent claims denial attention and reimbursement but also educate provider organizations on claims to reduce future pain points and denials. This report examines the experiences and satisfaction of Managed Resources clients.

What Does Managed Resources Do?

(a client explains)

"We partnered with Managed Resources to work on our clinical denials and DRG downgrades. Anytime a payer comes in and lets us know that a claim has been denied for clinical reasons... we send those claims over to the firm. They write appeals, and we follow up from there. Also, any payers that are doing DRG downgrades at the time of or after payment get sent over to the firm."

—Director

Bottom Line

Managed Resources is reported to deliver tangible outcomes through processing and overturning claims denials, leading to increased reimbursement and secure payments. Respondents say the firm has market space expertise, knowledge of payer systems and regulations, and consistent communication. Interviewed clients also say Managed Resources takes claims management one step further by educating provider organizations to reduce initial denials. Some respondents struggle with the cost of the firm's services and would like to see improved follow-up, but all view their partnership in a positive light thanks to the tangible benefits and improvements.

of Clients Interviewed by KLAS

8 individuals from 7 organizations (Managed Resources shared a list of 12 unique organizations; the list represents 100% of the clients that were eligible for inclusion in this study)

Top Reasons Selected

Expertise in high-dollar, at-risk claims and revenue; coding capabilities and experience; excellent relationship built on shared values and company culture

Survey Respondents—by Organization Type

Academic health system Large-hospital health system Small-hospital health system Standalone hospital

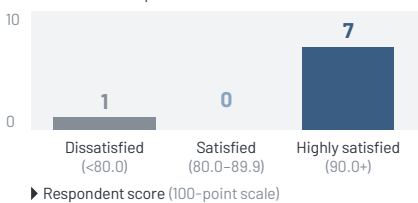


Managed Resources Denials Management Services Client Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations

of individual respondents



Key Performance Indicators

Quality of staff/consultants	Drives tangible outcomes	Strength of partnership	Likely to recommend	
A+ (n=7)	A (n=7)	A+ (n=7)	A+ (n=7)	
Services grading scale (1-9 scale)				
A+ = 8.73-9.0	B+ = 7.83-8.09	C+ = 6.93-7.19	D+ = 6.03-6.29	F = <5.40
A = 8.37-8.72	B = 7.47-7.82	C = 6.57-6.92	D = 5.67-6.02	
A- = 8.10-8.36	B- = 7.20-7.46	C- = 6.30-6.56	D- = 5.40-5.66	

Would you buy again? (n=7)

Percentage of respondents who answered yes



Note: Percentages are calculated based on individual respondent counts, not unique organizations.

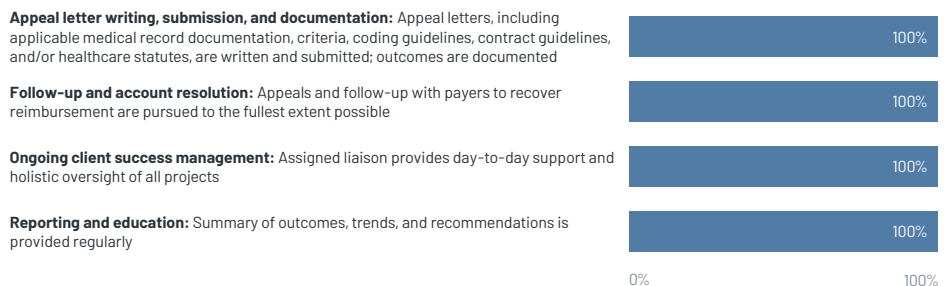
Outcomes Expected by Clients

- Achieved
- Unexpected outcome
- Pending
- Not achieved

- Overturned claims denials
- Education in claims management
- Ability to report on audit findings
- Secure payments

Adoption of Key Services

Percentage of interviewed organizations using services (n=7)



Time to See Outcomes

- Immediately
- Within 6 months
- 6-12 months
- Over 12 months
- No outcomes yet



Strengths

Proactive, effective, and consistent communication



"One of Managed Resources' key strengths is communication; they are always communicating with us. They are always willing to get on the phone and provide their expertise. Even if we are struggling to write an appeal ourselves, they will help us navigate that and maybe provide language that will bolster the appeal's outcome depending on the circumstances." —Director

Market segment expertise and in-depth knowledge of the claims process and regulations



"Managed Resources' strong suit is their clinical knowledge. They are very familiar with a lot of the payer policies and payer behaviors in terms of how payers try to use different tricks or methods to not pay claims correctly. The firm is very in tune with payer policies and regulations." —Director

Knowledgeable and experienced staff that drive tangible outcomes



"Managed Resources' key strength is definitely the qualifications of the team that they hire. That is a strength because the qualifications and the seasoned team that they keep really allow the firm to come in, put an experienced person on our accounts, and give us feedback. . . . The percentage of appeals that they have been successful on is a strength." —Director

Opportunities

Some respondents feel services are expensive in a competitive field



"One issue with Managed Resources is that they are very expensive, and we recognize that, but we understood that going in. . . . [That is one of the only] pieces that I wish Managed Resources had done better." —Director

Workflow management and visibility into follow-up need improvement



"[One issue] is with the documentation on our side of the encounter. We want to have better visibility into the follow-up." —Director

"Working management and follow-up are opportunities for improvement with Managed Resources. We expect anybody who is working for us to work in our system. . . . We are trying to figure out how to track [what the firm is doing]. I'm building out a dashboard that is going to track notes so I can see improvements and know what is happening. I don't know whether every client expects that kind of thing, but we do." —Director

Points to Ponder

What Does a Client Need to Do to Be Successful with This Service?

Clients explain

- **Be open to unconventional ideas:** *"For others who are looking to start a relationship with Managed Resources, my advice is to put aside conventional thoughts about vendor relationships; Managed Resources is a very flexible partner who is willing to think outside of the box to meet client needs." —Director*
- **Utilize the education available:** *"The education that Managed Resources provides is valuable, and we don't get that from a lot of companies because when Managed Resources teaches us and we prevent issues from occurring, fewer accounts are assigned to them. But they don't just care about getting business from us; they want us to improve our process and succeed." —Director*
- **Seek opportunities to expand partnership:** *"Customers will be very pleased and should be open-minded and partner with areas of the hospital besides the business office. Managed Resources even provided feedback that it is very helpful to find where the root causes are and resolve issues there rather than in the back-end denials." —Director*
- **Develop open communication with Managed Resources:** *"The relationship is really a partnership, and people should approach it that way, get to know the staff and leaders working with Managed Resources, and work hand in hand with them. Having open communication will lead to success." —Director*

Managed Resources explains

- Ensure that patient encounter information is accurate and that denials management tracking steps are documented to facilitate data transfer accuracy and seamless operations between client and vendor.
- Engage key stakeholders in educational sessions to gain best practice knowledge and increase efficiency and effectiveness of denials management process.
- Leverage reporting to optimize insights on billing patterns, clinical documentation improvement opportunities, payer behavior, and more.
- Establish a project champion to work closely with Managed Resources' subject matter experts; together, they can ensure a clear understanding of goals and key performance indicators, maintain open dialogue, and address challenges.

Other Relevant Commentary



"Managed Resources identifies our weaknesses very quickly and provides education without us even asking. They know where to focus, and they offer additional resources and education if needed. . . . The firm does as much as they can within our contract without having to do something additional, but they do offer a lot. They are always there to help out." —Director



"I was introduced to the person over the denials management piece once I realized we really needed help in this area. Managed Resources has an attorney who is on staff for denials management, and with the firm's team of leadership, I felt that Managed Resources had the best of the best in one group. That was why I chose them for denials management. We were using a couple of companies for denials management, and Managed Resources really blew them out of the water with what they could do." —Director

Managed Resources: Company Profile at a Glance

Founders

Dan and Rosanne O'Callaghan

Year founded

1994

Headquarters

Long Beach, CA

Key competitors

Aspirion, Revecore, R1 RCM, Xsolis

Number of denials management clients

12

Target client

Integrated health systems in the academic and community spaces with multiple acute care hospitals

Market

Claims and denials management

Number of employees

200+



Healthcare Executive Interview

Kelly Yeargin,
Managing Partner of Revenue Integrity Services

Can you share a brief overview of your company?

Since 1994, Managed Resources has been a leader in healthcare services nationwide, partnering with provider organizations of various sizes to deliver essential revenue cycle management and medical coding solutions. Managed Resources is a team of industry-leading experts that are passionate about solving revenue cycle problems. Our vision is to become the most trusted and effective revenue cycle partner in the nation. We keep hospital doors open through denials prevention and education. Our team is dedicated to ensuring our clients achieve and retain the proper reimbursement so they can provide the best patient care and maintain a successful revenue cycle operation.

How would your clients describe your service?

Managed Resources oversees every step of the appeals process to help recover revenue lost to inappropriate denials. Clinical specialists manage every step of the clinical appeals process to improve our claims recovery efforts, including review and analysis of denials, professional appeals letters, quality assurance review, submission and payer follow-up, reporting, and education.

What is Managed Resources' biggest differentiator?

Our success in developing a proven track record has included the following components:

- The right nurse for each medical necessity review: Reviews are assigned to nurses with multiple years of applicable clinical and nonclinical experience.
- A qualified team: All nurses carry a current RN license in addition to other certifications such as JD, LNCC, CDIP, CCs, CPC, RHIA, etc.
- An innovative team: Our in-house tools allow us to be efficient in both the execution of appeals and reporting.
- A diverse team: Our team is made up of physician advisors, appeal nurses, contract analysts, data scientists and analysts, legal support, and executives.

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 6+ unique organizations are considered fully rated. When the sample size is less than 6, the data is considered limited and marked with an asterisk (*). If the sample size is less than 3, no score is shown. Note that data marked as limited has the potential to change significantly as additional surveys are collected.

Managed Resources Denials Management Services Performance Overview

All standard services performance indicators

Overall performance score (100-point scale) (n=7)

2024 Best in KLAS Denials Management Services average: **91.2**



Loyalty		
Likely to recommend (1-9 scale)	(n=7)	A+
Overall satisfaction (1-9 scale)	(n=7)	A+
Would you buy again Percentage of respondents who answered yes	(n=7)	100%

Operations		
Engagement execution (1-9 scale)	(n=7)	A-

Relationship		
Executive involvement (1-9 scale)	(n=7)	A+
Strength of partnership (1-9 scale)	(n=7)	A+

Services		
Quality of staff/consultants (1-9 scale)	(n=7)	A+
Strategic expertise (1-9 scale)	(n=7)	A

Value		
Avoids charging for every little thing Percentage of respondents who answered yes	(n=7)	88%
Drives tangible outcomes (1-9 scale)	(n=7)	A
Exceeds expectations Percentage of respondents who answered yes	(n=7)	88%
Money's worth (1-9 scale)	(n=7)	A

Services grading scale (1-9 scale)				
A+ = 8.73-9.0	B+ = 7.83-8.09	C+ = 6.93-7.19	D+ = 6.03-6.29	F = <5.40
A = 8.37-8.72	B = 7.47-7.82	C = 6.57-6.92	D = 5.67-6.02	
A- = 8.10-8.36	B- = 7.20-7.46	C- = 6.30-6.56	D- = 5.40-5.66	

Note: Percentages are calculated based on individual respondent counts, not unique organizations.

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

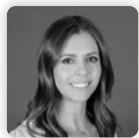
We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://www.klasresearch.com/faq).

Copyright Infringement Warning

This report and its contents are copyright-protected works and are intended solely for your organization. Any other organization, consultant, investment company, or vendor enabling or obtaining unauthorized access to this report will be liable for all damages associated with copyright infringement, which may include the full price of the report and/or attorney fees. For information regarding your specific obligations, please refer to [klasresearch.com/data-use-policy](https://www.klasresearch.com/data-use-policy).

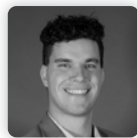
Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



LEAD AUTHOR
Mollie Hunt

mollie.hunt@KLASresearch.com



CO-AUTHOR
Drew Partridge

drew.partridge@KLASresearch.com



Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

365 S. Garden Grove Lane, Suite 300
Pleasant Grove, UT 84062

Ph: (800) 920-4109

For more information about KLAS, please visit our website:
www.klasresearch.com

Cover image: © Donson/peopleimages.com / Adobe Stock