

## CHILD & FAMILY CENTER CASE STUDY: ACHIEVING A CLAIMS DENIAL RATE OF 1.5%



### SOLUTION

- Exym offers extensive validity checks prior to sending the claim to ensure first-time accuracy
- Exym's best-in-class integration with IBHIS ensure that claims meet county requirements
- Exym offers a color coding system to easily detect inactive Medi-Cal statuses before submission
- 9 months after switching to Exym, Child & Family Center achieved a 1.5% claims denial rate.

### RESULTS

#### Accurate Claims

Exym offers comprehensive validity checks to ensure that claims are ready for submission. By showing the likely denial reason for each claim, Child & Family is able to quickly catch and resolve issues.

Exym's team also helped Child & Family to configure custom billing rules to make sure claims meet a wide variety of billing requirements. Through ongoing support, the Exym team helped resolve ongoing issues that were causing rejections.

#### IBHIS Connection

Through an industry-leading integration with IBHIS, Exym's validity checks ensure that claims meet all county requirements, Exym's software also saves time so that incomplete claims don't go out and get denied.

#### Saved Time

By color-coding client's funding status, Exym shows when a claim has an issue before it's submitted. This prevents Child & Family from going through a lengthy reimbursement and resubmission process.

Additionally, Child & Family can manage 270/271 insurance eligibility files within Exym. This allowed Child & Family to reduce their insurance eligibility checks from 4x per month to 1x per month..

### AT A GLANCE

#### Challenges

Denied claims were taking precious time away from Child & Family Center's crucial work. Without an easy way to check the validity of claims, Child & Family would go through the entire reimbursement process before knowing which claims were likely to be denied. The agency needed to identify potentially problematic claims before they went out and efficiently resolve the issues that would prevent reimbursement.



“I know from personal experience that our claims denial rate dropped when we went to Exym.”

#### Ann Adams

EHR Billing & Support Coordinator,  
Child & Family Center