



# CUSTOMIZED DME SOLUTIONS

**Engage** provides clients with a suite of custom solutions, developed from our extensive Recovery Audit experience, that are especially designed to address the issues DME organizations face on a daily basis.

### Policy Expertise

- As a client, Engage provides subject matter experts (SMEs) in medical, reimbursement and coding policy to assist at each step of the claim cycle
- Our team helps to ensure compliance and charge optimization to maximize reimbursement potential
- Our specialists can implement industry best practices in order to improve your organizations performance

### Strategic Denial Management

- We can support claims through all levels of the reconsideration process.
- We have strategies that can be implemented to improve your overturn rates, policy application experts to draft an appropriate, supported position and licensed clinical or coding staff to assist when representation is needed.
- To prevail in the appeal process, you need a solid strategic plan, supported by SMEs, and

supported by policy. We can help you prevail in the process from the first level disputes / discussions through the highest level authorities.

### Process Improvement

- Our team can evaluate your existing systems, make recommendations on implementation of best practices, provide Step-by-Step guides to assist in coverage application, and provide training programs to educate your staff.
- Our solutions are designed to remove the uncertainty that exists in the claim reimbursement cycle.
- Our Step-by-Step guides help you ensure that claims confirm to stringent coverage criteria prior to submission.
- The medical review team can evaluate on a pre-bill basis high value claims to better prepare claims for reimbursement.
- We can also improve your business processes with our consultative solutions



Average Cost of Typical DME Denials



Average Cost of Typical Home Infusion Denials



### EXPERIENCE

The team at Engage Health Solutions has unique experience. Clients can capitalize on our medical billing and medical coding knowledge to drive high operating results returns. Let us show you how.

EHS | 106 S Lehigh St.,  
Shavertown, Pa. 18708  
1-877-478-2001  
engagehealthsolutions.com