

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

“ 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, Santa Clarita, CA

### CHALLENGE

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.

### SOLUTION

- Exym offers extensive validity checks prior to sending a claim to ensure first-time accuracy.
- Our best-in-class integration with IBHIS ensures that claims meet Los Angeles County Department of Mental Health requirements.
- Exym offers a color-coding system to easily detect inactive Medi-Cal status before claims 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 reasons listed next to each claim, Exym allows Child & Family to quickly catch and resolve issues.

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

### IBHIS CONNECTION

Through industry-leading integration with IBHIS, Exym’s validity checks ensure that claims meet all of Los Angeles County’s requirements.

By preventing problematic claims from being submitted and showing which data points are missing, Exym enables Child & Family to quickly resolve issues that would cause IBHIS errors. This saves time by preventing incomplete claims from going out and getting denied.

### SAVED TIME

By color-coding clients’ funding status, Exym shows Child & Family when a client’s funding status has issues before claims are submitted. This prevents Child & Family from going through a lengthy reimbursement and resubmission process.

Additionally, Child & Family can manage 270/271 insurance eligibility files all within the Exym system. More accurate 271 responses allow Child & Family to bring their insurance eligibility checks process from 4x per month to only 1x per month.