In-House vs Outsourced Denials Management: Finding the Best Path

Denied claims create more than delayed payments. They add **extra administrative work**, **increase strain on staff**, and, if unresolved, can lead to **lost revenue**.
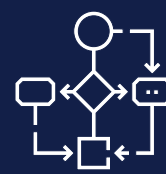
In-House
DENIALS MANAGEMENT

- Direct oversight of processes and workflows
- Deep knowledge of internal systems and payer contract
- Quick collaboration with clinicians, coders, and finance staff
- Keeps decision-making close to the organization

Outsourced
DENIALS MANAGEMENT

- Specialized expertise from working across providers and payers
- Scalable support for spikes, shortages, or backlogs
- Advanced analytics and automation to prevent repeat denials and reduce denial rate
- Extends internal teams and frees staff to focus on patient care and strategy

A Hybrid Approach

- Keep high-complexity or high-dollar claims in-house
- Outsource routine or backlog work
- Balance oversight with added expertise and scalability

What's the Best Option for Your Team?
When choosing between in-house and outsourced denials management, consider:

- What is our current denial rate and backlog?
- Do we have the staff capacity and training to manage effectively?
- Are our technology tools enough to track and prevent denials?
- What is the cost of missed recoveries compared to outside support?

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