

# Appeals Management

In this day and age of regulations and oversight, it is inevitable that your facility will eventually receive a request for a medical record and experience a payment denial. Understanding how to manage these requests, expedite the submission of records, and facilitate appeals for payment denials is very important.

## Know what to do when you receive a request for a medical record or a payment denial notice!

Preparing yourself for these requests can be difficult, but it is essential. Knowing the following information is key:

- Who is the facility contact person responsible for record requests and tracking denials?
- Who needs to be informed and involved?
- What are the risks—financial, legal, staffing, etc.?
- What information needs to be provided, in what format, and by when?

**Don't panic—call us!** UDSMR is now offering appeals management services. Our highly experienced appeals team will assist you at all levels of the appeals process. We can assist you, your medical records department, and your business office in developing a process that will prepare you for a request from your facility's MAC, the CERT program, or your region's ZPIC or RAC. We will review records, create detailed and relevant appeals, and follow your claims to resolution. We can also provide training and appeals tracking services.

## UDSMR's expertise

UDSMR has a team of rehabilitation clinicians skilled in managing appeals and responding to provider denials from all sources. Our team believes in quality and access to care and works professionally and responsibly to navigate claims accurately through the Medicare appeals process. We advocate for effective communication, timely submission of appeals, and speedy financial reimbursement for all claims.

## Call us today!

UDSMR's reasonable rates allow facilities to continue the day-to-day business of rehabilitation rather than use valuable FTEs fighting claims. To discuss how UDSMR can assist you in managing any level of claims appeal, contact us at 716-817-7800 or [appeals@udsmr.org](mailto:appeals@udsmr.org).



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