



The following proof point is an actual account of benefits experienced by a hospital using the power of proof available through TRACE.

<b>Provider</b>	Texas Hospital
<b>Communication Event</b>	VoiCert
<b>Challenge</b>	Denial due to lack of clinical information
<b>Benefit</b>	<b>Recovery of \$59,125.69</b>

A hospital called and provided clinical information to a payer. The payer responded that clinical was only needed upon request.

The claim was later denied due to lack of clinical information.

The hospital was able to retrieve the phone call from TRACE proving the payer's receipt of the clinical information. The payer agreed to pay the claim.



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