



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

Provider	Arizona Hospital
Communication Event	VoiCert
Challenge	Denial for 8-day inpatient surgery
Benefit	Recovery of \$260,068.00

A payer denied coverage for an 8-day inpatient surgery, claiming that the hospital did not provide a referral or obtain authorization for the initial consult and work-up, which included expensive diagnostic testing. From a clinical perspective, the hospital had to proceed with timely surgery in order to avoid detriment to the patient's well-being.

The patient access department used TRACE to locate the call recording, including confirmation of the payer's authorization for the initial consult and work-up and references to the specific CPT codes. When the department offered to send a transcript of the call, the payer came through with authorization for all services.

Without proof of the authorization, the hospital would have had to write off \$260,068 in fees for the consult, work-up, surgery and hospital stay.



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