



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>	New Jersey hospital
<b>Communication Event</b>	VoiCert
<b>Challenge</b>	Denial for level of care requested
<b>Benefit</b>	<b>Recovery of \$7,200.00</b>

A patient access representative used TRACE to record a call placed to notify a payer of a maternity admission with delivery. The call included notification of the newborn's admission to the special care nursery. The payer responded with authorization for the mother and advised the hospital to call the next day for an ID and authorization for the newborn's admission. When the hospital called the following day, the payer confirmed that the baby's authorization was on file and provided an authorization number for the baby's admission. On both calls, the patient access representative stated that the baby was admitted to the special care unit. When the claim was processed, the insurance company denied the claim for the level of care requested, stating that the hospital did not provide notification that the baby was admitted to the special care unit. The hospital located both call records through TRACE and sent the records as proof that notification was provided for the appropriate level of care. The payer overturned the denial, and the hospital recovered the \$7,200 claim.



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