



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

Provider	Memorial Hermann Southeast
Communication Event	VoiCert
Challenge	Denial for auth not matching billed service
Benefit	Recovery of \$13,084.25

A patient access representative in the business office used TRACE to record a call placed to obtain benefits for a 23-hour observation stay. The payer responded by issuing authorization for a 23-hour observation visit and advised the hospital to call back if the patient's status changed to inpatient. The claim was processed and denied on the basis of authorization not matching billed services. The hospital located the TRACE call record and submitted the proof with the appeal. The denial was overturned, and the claim was paid. As a result, Memorial Hermann recovered \$13,084.25 of the \$21,612 claim.



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