



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

Provider	City of Hope Cancer Center
Communication Event	VoiCert
Challenge	Denied for Lack of Clinical Data
Benefit	Recovery of \$16,812.83

A patient was admitted to the City of Hope Cancer Center. The physician dictated a history and physical for only the first day of the patient's stay. On the second day, further testing led the physician to write orders for a specific diet.

The hospital requested 24 hours to make sure the patient responded well to the treatment. The payer approved the request but later denied the claim, citing "lack of clinical data."

The case manager used TRACE to locate the VoiCert record of the payer's approval, as well as the supporting clinical data including X-rays, labs and notes. The payer overturned the denial in one day, and the hospital recovered \$16,812.83 in charges.



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