



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

Provider	Owensboro Medical Health System
Communication Event	VoiCert
Challenge	Denial for lack of preauthorization
Benefit	Recovery of \$1,951.91

A case manager used TRACE for a call to obtain precert for an observation stay following an elective planned surgery for loss of vision. The payer was secondary to Medicare. The payer representative stated that precert was not required for inpatient observation after a planned outpatient surgery. The claim was processed and later denied for lack of preauthorization, citing no precert obtained for observation stay. The case manager located the call recording in Tracker and provided a transcript as proof of the payer's instructions. The denial was overturned, and the payer paid \$1,951.91 of the \$11,135.69 claim as its percentage secondary to Medicare.



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