



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>            | Memorial Hermann Northwest       |
| <b>Communication Event</b> | VoiCert                          |
| <b>Challenge</b>           | Denial for lack of authorization |
| <b>Benefit</b>             | <b>\$584.22</b>                  |

A patient access representative at Memorial Hermann Northwest used TRACE to record a call to obtain authorization for an observation stay. The payer responded by stating that observation does not require authorization. The payer later denied the claim for lack of authorization. The hospital submitted a transcript of the call record with an appeal. The denial was overturned, and the hospital recovered \$584.22 of the claim for \$1,751.75.



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