



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>	Trace Voice
<b>Challenge</b>	Billing dispute
<b>Benefit</b>	<b>Recovery of \$1,600</b>

A Patient Access representative used Trace to record a call to a payer to inquire if precert was needed for an outpatient endoscopy procedure. The payer responded that no precert was required. When the claim was processed, the payer denied the claim for lack of precert. The hospital used the Trace voice record to verify that the payer stated that no precert required. The payer overturned the denial and reimbursed the hospital \$1,598.00.



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