



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

Provider	New Jersey Hospital
Communication Event	Trace Voice
Challenge	Denial for lack of precert
Benefit	Recovery of \$800

A Patient Access representative used Trace to record a call to a payer to request precert for an outpatient diagnostic procedure. The payer verified patient benefits, stating that the procedure was covered 100% for an in-network hospital, with no copay or deductible. The payer also stated that no precert was required for the procedure. The claim was later processed and denied for lack of precert. The hospital used a transcript of the Trace call record to verify that the hospital was told no precert was required. The payer overturned the denial, and the hospital recovered \$811.00.



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