

# The Denials Dilemma: Close Coverage Gaps at the Source

## Denials continue to drain

For post-acute providers, denials aren't just operational setbacks – they're daily disruptions that are costly, disheartening, and avoidable with the right tools.



**68% of skilled nursing facilities** say claims denials are a significant challenge<sup>1</sup>



**83% of home health and hospice organizations** say the same<sup>1</sup>

The **#1 contributor** to this problem is front-end breakdowns like prior authorization issues, invalid claims data, and insurance eligibility gaps<sup>1</sup>.

## The desire for early confirmation, less stress

# 87.8%

Percentage of post-acute leaders who wish they could confirm eligibility and retrieve Medicare Beneficiary Identifier (MBI) before delivering care.<sup>2</sup>

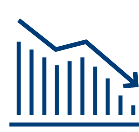
When eligibility and coverage details are unclear:



**Claims stall**



**Staff burn out**



**Revenue takes a hit**

These aren't abstract issues; they're barriers standing between your team, the care you deliver, and the revenue you rely on.

The message is clear:  
front-end visibility isn't just helpful, it's foundational.

## It's time to rethink the front-end

- What if eligibility checks weren't a frantic, last-minute task?
- What if MBI lookups didn't require workarounds?
- What if your team had time to focus on higher-value work, and had the tools to move with confidence?

That's the new vision for the post-acute revenue cycle:  
**smarter, earlier, and far more resilient.**

## What leading organizations are doing now

Innovative teams are closing coverage gaps at the source, shifting their attention to the earliest stages of the patient or resident journey – and our solutions are helping them make that shift.

**Inovalon's Eligibility Verification™**

Discover the power of automated batch checks for real-time coverage, integration with your EHR, and MBI retrieval.

1. Claims Denials: Causes, Impact, and AI-Enabled Prevention Strategies, Inovalon, Oct 21, 2024, <https://www.inovalon.com/resource/claims-denials-causes-impact-and-ai-enabled-prevention-strategies/>

2. Internal survey, Inovalon, February 2025