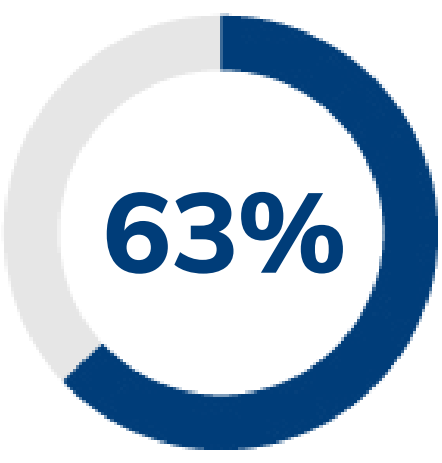
inovalon | PointClickCare Marketplace Partner

# Where Post-Acute Denials Start and How to Stop Them in PointClickCare



New Inovalon research shows where post-acute claims break down and where the biggest prevention gap is.

## Denials Are Still the Top Problem



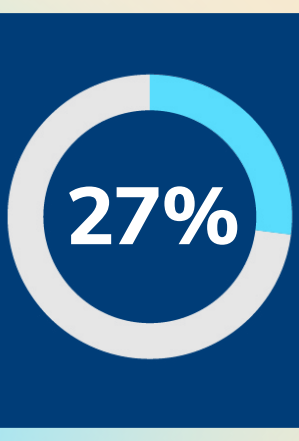

**of post-acute leaders call claim denials a significant revenue cycle challenge.**

Inovalon surveyed more than 400 revenue cycle leaders and managers across care settings, including skilled nursing facilities, home health agencies, and hospice providers.

## Where Post-Acute Denials Start

Post-acute leaders point to three top drivers of denied claims:

1. Missing or invalid claim data
2. Prior authorization
3. Eligibility verification

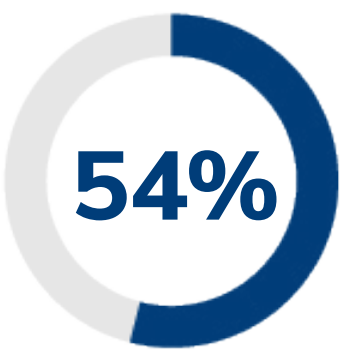



Across all care settings, insurance eligibility and benefits verification is the **single most-cited cause of denials.**

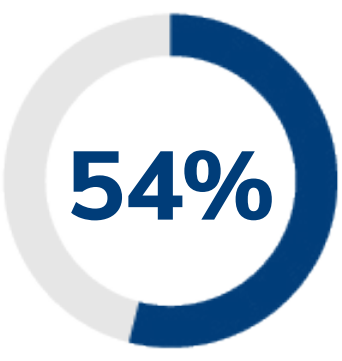
> **Denials especially for coverage lost or change in insurance."**
>
> – Revenue cycle leader, Inovalon survey

## Most Teams Check the Front End. Few Scrub the Back End.

How post-acute organizations try to prevent denials




Validate resident demographic information




Monitor insurance eligibility changes




Use customized claim scrubbing to find and correct errors

Only **3 in 10** post-acute organizations use customized claim scrubbing, compared with **53%** of hospitals.

## Close the Gap One Click From PointClickCare

With Inovalon's Claims Management Pro™ on the PointClickCare Marketplace, your billing team can catch errors before claims reach the payer, spot delays sooner, and keep work inside the system you already use.

### Catch errors before submission

Every claim is scrubbed for missing or incorrect information and held until it's clean, with step-by-step guidance for each fix.

### Spot problems sooner

Set alerts by payer, claim status, or days unpaid so delayed and denied claims land in the right queue.

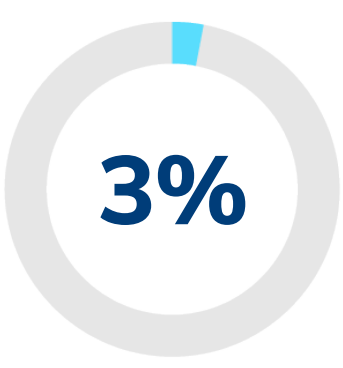
### Skip the extra logins

Claims and remits move between PointClickCare and Inovalon with single sign-on. No exporting or uploading.

## Results From PointClickCare Facilities




**Clean claim rate,**
up from 75% to 80%, at Ignite Medical Resorts




**Denials cut from 7% to 3%**
at a 33-facility skilled nursing group




**First-pass payer acceptance**
with Inovalon's claims management solution

## See how PointClickCare facilities are preventing denials before claims go out.

Watch the Session

Inovalon, "Claim Denials: Prevention Strategies" white paper (PRO-26-0359), survey of 400+ revenue cycle leaders and managers, 2026. Post-acute figures from the care setting charts on pages 5, 9, and 11; all-settings eligibility figure from page 8.
Inovalon on-demand session, "Extending the Value of PointClickCare Across the Revenue Cycle" (26-0423), presented by Colette Schlegel. Source for the 90% first-pass payer acceptance figure.

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