

A hand is shown interacting with a futuristic digital interface. The interface displays various data visualizations, including bar charts, pie charts, and line graphs, all in a dark blue and orange color scheme. The background is a dark, textured surface with a subtle grid pattern.

CASE STUDY

How Bon Secours Mercy Health Used MDaudit Risk Analytics to Drive a **\$9M Decrease** in Professional Billing Denials

Already running a mature annual audit program on MDaudit Enterprise, Bon Secours Mercy Health wanted to catch denial trends early enough to shape next year's work plan, and to keep providers, coders, and its third-party billing partner aligned on the same data.



THE CUSTOMER PROFILE

Bon Secours Mercy Health (BSMH) spans seven states, Florida, Kentucky, Maryland, New York, Ohio, South Carolina, and Virginia, as well as five locations in Ireland. It is one of the top five largest Catholic health systems in the U.S. and the #1 largest not-for-profit private provider in Ireland.

49

HOSPITALS

3,000

PROVIDERS IN THE U.S.

60,000

ASSOCIATES

\$600M+

MORE THAN \$600M IN ANNUAL
COMMUNITY BENEFITS

THE SOLUTION

BSMH has run its annual provider audit program on MDaudit Enterprise since 2018, with a built-in discovery phase that escalates unsuccessful providers into a second, third, or concurrent audit. The team has since expanded into MDaudit Risk Analytics, a rich data analysis toolset powered by augmented intelligence, to bring speed to insight and transparency into the root cause of denials.

- Prebuilt Rationale Report templates gave the team a uniform, standardized audit format instead of starting from scratch
- Risk Analytics trend data feeds directly into next year's audit work plan, aligned with the OIG's own annual work plan
- Shared trend data keeps providers, internal coders, and the third-party billing company aligned on the same denial-prevention message

THE RESULTS

- Decreased denials associated with professional billing coding by \$9M
- Increased additional revenue by 20% year over year (2022 to 2023)
- Improved E&M accuracy by 12.8% while cutting compliance risk by 18.5% and initial denials by 40%



\$9M

\$9M Decrease in PB and
PB HIM Denials



20%

20% Increase in Additional
Revenue (YoY 2022 to
2023)



18.5%

18.5% Decrease in
Compliance Risk



12.8%

12.8% Increase in E&M
Accuracy



40%

40% Decrease in Initial
Denials (all over a
12-month period)

READY TO SEE SIMILAR RESULTS?

Schedule a demo to discover how MDaudit can help your organization minimize risks and maximize revenues.

Visit mdaudit.com/demo or scan the QR code below.



When we see any kind of trend within MDaudit we also look at those trends regarding what the OIG is seeing and what their work plan is, that helps us build out our work plan for the following year.

Joanne Austin, Director of Revenue Cycle Compliance, Bon Secours Mercy Health

About MDaudit

MDaudit is an award-winning AI-enhanced continuous risk monitoring platform and trusted revenue integrity partner to healthcare organizations nationwide. Working in the background, we deliver the insights you need to face the future with confidence. Learn more at www.mdaudit.com.

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