

Examples of Revenue Loss in Skilled Nursing Facilities And The Impact of Benefit Results Intervention



Application submitted by Social Worker "slam dunk case" – false sense of security that "application is pending"- waiting on approval, unexpectedly get denied due to GROSS income being over by 47 cents. Lost four months of revenue.

Revenue Loss \$24,000



With proper assessment this loss would have been avoided and Income only trust set up and funded correctly- loss unable to recover. New application and IOT needed.

Denial of retro funds because Pub Fid didn't provide information during application regarding Acute need.

Revenue Loss \$17,000



Upon denial facility asked for Benefit Results help, able to appeal based on policy and constant pressure to Pub Fids office. Loss Prevented!

Resident on wrong Medicare Supplement. No coverage for co-pays.

Revenue Loss \$5,000



Proper Benefit Assessment revealed that resident was on wrong supplement. Coordinated plan to switch supplement. Copays were eventually all covered. Loss Avoided!

Eligibility worker denied vent case without taking a penalty due to applicant paying child support.

Revenue Loss \$45,000



Able to prove policy that was not applied correctly and assistance offered to applicant, approval secured with NO penalty.

Husband doesn't improve, wife is worried facility will discharge him home so she doesn't answer facilities phone call, social worker feels that she is "not cooperating" and "wants to just leave husband at SNF". Denial imminent due to lack of follow through from wife.

Denial Cost \$24,000++



Assessment with wife occurred BEFORE DENIAL – wife reassured about process and help offered to get final documentation completed. DENIAL AVERTED! No revenue loss!

