

Denial Defender

Denial Defender is available in both Practice Management ([Charge Entry](#)) and EHR ([Procedure Coding](#)). Denial Defender scrubs claims against a robust database of standards and a claim e rules. Many payers follow Medicare's lead regarding claim edits, rejections, and denials; therefore, this level of claim scrubbing is helpful with most payers.

Denial Defender provides recommendations on the use of billing codes and modifiers, helping billing staff maximize reimbursements. Any desired changes must be entered manually.

Factors that may affect results include:

- Provider information
- Payer information
- CPT and ICD codes
- Patient DOB and gender

Note: Denial Defender is a premium service. Contact your sales representative to subscribe.

To navigate to the Denial Defender feature

Page	Navigation Path
Charge Entry	1. Navigate to the Charge Entry page. 2. Click the Service Lines tab.
Procedure Coding	From the encounter, click P from the SOAP menu and click Procedure Coding .

From Charge Entry

Denial Defender is available to billing staff on the **Charge Entry** page from the **Service Lines** tab.

1. Complete the service line(s).

Note: You must have a procedure code, a diagnosis pointer, and a unit to perform Denial Defender.

2. Click **Denial Defender**.

1) T7801XA Anaphylactic reaction due to peanuts, initial encounter 2) 3) 4) 5) 6)

7) 8) 9) 10) 11) 12)

	Date(s) of Service		POS	EMG	Code	Modifier(s)	Supporting Diagnosis (relate to 1-12)	Fee	Units
	From	To							
1.	07/15/2016	07/15/2016	11	<input type="checkbox"/>	86003 ALLERGEN SPECIFIC IGE	<input type="text"/>	1	\$ 7.34	UN
2.	07/15/2016	07/15/2016	11	<input type="checkbox"/>	99201 OFFICE/OUTPATIENT VISIT NEW	<input type="text"/>	1	\$ 69.09	UN
3.	<input type="text"/>	<input type="text"/>	11	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		\$	UN
4.	<input type="text"/>	<input type="text"/>	11	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		\$	UN
5.	<input type="text"/>	<input type="text"/>	11	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		\$	UN
6.	<input type="text"/>	<input type="text"/>	11	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		\$	UN

[Add another service line](#)

[Anesthesia Calculator](#) Calculate Base Units and Time Unit conversion.

[Denial Defender](#) To optimize this claim, click here

[Modifier Rules](#) To run Modifier Rules, click here

Are there more than one Rendering Provider? [Select Service Line Providers](#)

Denial Defender's claim optimization results display below.

3. For more information about the results, click or hover your cursor over the hyperlinks. Additional information displays either in a table below or in a tooltip that hovers below the hyper

1) T7801XA Anaphylactic reaction due to peanuts, initial encounter 2) 3) 4) 5) 6)

7) 8) 9) 10) 11) 12)

	Date(s) of Service		POS	EMG	Code	Modifier(s)	Supporting Diagnosis (relate to 1-12)	Fee	Units
	From	To							
1.	07/15/2016	07/15/2016	11		86003		1	\$ 7.34	UN
2.	07/15/2016	07/15/2016	11		99201		1	\$ 69.09	UN
3.			11					\$	UN
4.			11					\$	UN
5.			11					\$	UN
6.			11					\$	UN

[Add another service line](#)

Anesthesia Calculator Calculate Base Units and Time Unit conversion.

Denial Defender To optimize this claim, click here

CPT®	RVU	MOD	Description	CCI	ICD	LCD
99201	1.23		Office or other outpatient visit for the evaluation and management of a new patient, which requires these 3 key components: A problem focused		T7801XA	T7
86003	0		Allergen specific IgE; quantitative or semiquantitative, each allergen		T7801XA	T7

Relative Value Unit (CPT : 99201, RVU : 1.23)					
Work RVU	Transitioned Non Fac NA Indicator	Fac NA Indicator	Malpractice RVU	Total Full	
0.48			0.05	1.23	
PCTC Indicator	Global Surgery Days	Multiple Procedure	Bilateral Surgery	Assistant At Surgery	Co-Surge
0	XXX	0	0	0	0
Conversion Factor	Endoscopic Base Code	Phys Supervision Dx Proc	Procedure Sort Order	Not Used Medicare	
35.8043		09			

CPT codes highlighted in pink mean that the code is not covered by Medicare.

	Date(s) of Service		POS	EMG	Code	Modifier(s)	Supporting Diagnosis (relate to 1-12)	Fee
	From	To						
1.	11/28/2018	11/28/2018	11		98943		1 2 3	\$ 35.0
2.	11/28/2018	11/28/2018	11		G0283	GP	1 2 3	\$ 30.0
3.			11					\$
4.			11					\$
5.			11					\$
6.			11					\$

[Add another service line](#)

Anesthesia Calculator Calculate Base Units and Time Unit conversion.

Denial Defender To optimize this claim, click here

CPT®	RVU	MOD	Description	CCI	ICD
98943	0.78		Chiropractic manipulative treatment (CMT); extraspinal, 1 or more regions		M25 M77 M75
G0283	0.42	GP	Electrical stimulation (unattended), to one or more areas for indication(s) other than wound care, as part of a therapy plan of care		M25 M77 M75

Modifier Rules To run Modifier Rules, click here

Is there more than one Rendering Provider? [Select Service Line Providers](#)

Procedure Coding

EHR Role Permissions

Prior to using Denial Defender, you must set up your Denial Defender user permission on the **Administration: User Maintenance** page. The Denial Defender button is not displayed for user permission selected.

1. Click **Admin**.
2. Under **Practice and Users**, click **User Maintenance**.
3. Scroll down to **EHR Role** and click **View/Edit** to display all of the EHR permissions.
4. Select the **Denial Defender** check box.

EHR Role View/Edit None All

Page	Permissions			
EHR Dashboard	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit Alert	<input checked="" type="checkbox"/> Edit Task	<input checked="" type="checkbox"/> Create Encounter
Patient Chart	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Administrative	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Allergies	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> No Known	<input checked="" type="checkbox"/> Reviewed Today
Chief Complaint	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Clinical Decision Support	<input checked="" type="checkbox"/> View			
Diagnosis	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Encounter	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Sign	<input checked="" type="checkbox"/> Create Encounter
E&M Assist	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Family Hx	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Flow Sheets	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add Records	<input checked="" type="checkbox"/> Create/Edit	
Flow Sheet Report	<input checked="" type="checkbox"/> View			
Follow Up	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Immunization	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Immunization Hx	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Medication List	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> No Known	<input checked="" type="checkbox"/> Reviewed Today
Past Medical Hx	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Physical Exam	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Problem List	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Procedure Coding	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Denial Defender	
Review Of System	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add		
Social Hx	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	<input checked="" type="checkbox"/> Counseled
Surgical Hx	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Tests	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	
Vital Signs	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit/Add	<input checked="" type="checkbox"/> Reviewed Today	

Perform Denial Defender

Denial Defender is available to providers on the Procedure Coding page while they are documenting encounters and creating user hold claims.

1. Navigate to the [Procedure Coding](#) page.
2. Complete the service line.

Note: You must have a procedure code, a diagnosis pointer, and a unit to perform Denial Defender.

3. Click **Denial Defender**.

The screenshot shows the 'Procedure Coding' interface for 'Grand Central' at 'Encounter # 070116-33177406'. The 'Notes' section is empty. Below the notes are tabs for 'Procedure Codes', 'E/M Coding', 'Add'l Claim Data', and 'Non-claim charges'. A yellow tip box contains an 'E & M Tip' with buttons for 'Minimal', 'Straight Forward', 'Low', 'Medium', and 'High'. The 'Diagnosis' section shows two entries: '462 Pharyngitis' and '4650 Acute Laryngopharyngiti'. The 'Service Lines' section has a table with two rows: '99212 Office/outpatient Visit Est' and '3210F Grp A Strep Test Performed'. In the 'Service Lines' section, the 'Denial Defender' button is highlighted with a red arrow.

Denial Defender's claim optimization results display in a window.

4. For more information about the results, click or hover your cursor over the hyperlinks. Additional information displays either in a table below or in a tooltip that hovers below the hyperlinks.

Note for iPad users: You must click the hyperlinks.

Denial Defender

Denial Defender has completed and the claim optimization results are displayed below:

CPT®	RVU	MOD	Description	CCI	ICD	LCD	NCD	Age
99212	1.22		Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key compon		● 465.0 ● 462	○ 465.0 ○ 462	○ 465.0 ○ 462	
3210F	0		Group A Strep Test Performed (PHAR)		● 462 ● 460	○ 462 ○ 460	○ 462 ○ 460	

Group A Strep Test Performed (PHAR) Relative Value Unit (CPT : 99212, RVU : 1.22)

Work RVU	Transitioned Non Fac NA Indicator	Fac NA Indicator	Malpractice RVU	Total Fully Imp Non Fac RVU
0.48			0.04	1.22

PCTC Indicator	Global Surgery Days	Multiple Procedure	Bilateral Surgery	Assistant At Surgery	Co-Surgeons
0	XXX	0	0	0	0

Conversion Factor	Endoscopic Base Code	Phys Supervision Dx Proc	Procedure Sort Order	Not Used Medicare
35.8043		09		

Claim Optimization Results

- **CPT:** CPT code
- **RVU:** The RVU for each CPT code in order from highest to lowest.
 - Displays either facility or nonfacility values depending on the place of service.
 - Follow this order when billing the claim to maximize reimbursement.
- **MOD:** Any modifiers you have entered.
- **Description:** Procedure description
- **CCI:** Displays as blank or a list of codes on the claim that invoke CCI edits for this procedure.
- **ICD:** Diagnosis code(s)
- **LCD:** Any Local Coverage Determination matches from your Carrier or FI for this CPT/HCPCS-ICD-10 combination.
- **NCD:** Any National Coverage Determination policy matches for this CPT/HCPCS-ICD-10 combination.
- **Age:** Displays an indicator when a CPT/HCPCS or ICD-10 code has an age edit and the patient's age is either outside the covered period (red square - too young or too old) or the age is unspecified (yellow triangle).
- **Gender:** Displays an indicator when a CPT/HCPCS or ICD-10 has a gender edit and there is a gender conflict (red square) or the gender is unspecified (yellow triangle).
- **ABN:** Indicates whether an Advance Beneficiary Notice is required or advisable for this procedure/diagnosis combination.

E & MT

M

Diagnosis

1) []

4) []

Service Li

Generate

Code

20550 Ir

99215 C

98929 C

98925 C

4011F C

28090 R

Q0138 Ir

Denial Defender

Denial Defender has completed and the claim optimization results are displayed below:

CPT®	RVU	MOD	Description	CCI	ICD	LCD	NCD	Age
28090	13.59		Excision of lesion, tendon, tendon sheath, or capsule (including synovectomy) (eg, cyst or ganglion); foot		<input checked="" type="radio"/> D803	<input type="radio"/> D803	<input type="radio"/> D803	
					<input checked="" type="radio"/> S0000XA	<input type="radio"/> S0000XA	<input type="radio"/> S0000XA	
					<input checked="" type="radio"/> N412	<input type="radio"/> N412	<input type="radio"/> N412	
					<input checked="" type="radio"/> N402	<input type="radio"/> N402	<input type="radio"/> N402	
99215	4.07		Office or other outpatient visit for the evaluation and management of an established patient, which requires at least 2 of these 3 key compon	20550 98929 98925 28090	<input checked="" type="radio"/> D803	<input type="radio"/> D803	<input type="radio"/> D803	
					<input checked="" type="radio"/> S0000XA	<input type="radio"/> S0000XA	<input type="radio"/> S0000XA	
					<input checked="" type="radio"/> N412	<input type="radio"/> N412	<input type="radio"/> N412	
					<input checked="" type="radio"/> N402	<input type="radio"/> N402	<input type="radio"/> N402	
98929	2.45		Osteopathic manipulative treatment (OMT); 9-10 body regions involved		<input checked="" type="radio"/> D803 <input checked="" type="radio"/> S0000XA <input checked="" type="radio"/> N412 <input checked="" type="radio"/> N402	<input type="radio"/> D803 <input type="radio"/> S0000XA <input type="radio"/> N412 <input type="radio"/> N402	<input type="radio"/> D803 <input type="radio"/> S0000XA <input type="radio"/> N412 <input type="radio"/> N402	
20550	1.67	<input checked="" type="radio"/> 33	Injection(s); single tendon sheath, or ligament, aponeurosis (eg, plantar "fascia")	28090	<input checked="" type="radio"/> D803 <input checked="" type="radio"/> S0000XA <input checked="" type="radio"/> N412 <input checked="" type="radio"/> N402	<input checked="" type="radio"/> D803 L <input checked="" type="radio"/> S0000XA L <input checked="" type="radio"/> N412 L <input checked="" type="radio"/> N402 L	<input type="radio"/> D803 <input type="radio"/> S0000XA <input type="radio"/> N412 <input type="radio"/> N402	
98925	0.89		Osteopathic manipulative treatment (OMT); 1-2 body regions involved	98929	<input checked="" type="radio"/> D803 <input checked="" type="radio"/> S0000XA <input checked="" type="radio"/> N412 <input checked="" type="radio"/> N402	<input type="radio"/> D803 <input type="radio"/> S0000XA <input type="radio"/> N412 <input type="radio"/> N402	<input type="radio"/> D803 <input type="radio"/> S0000XA <input type="radio"/> N412 <input type="radio"/> N402	
4011F	0		Oral antiplatelet therapy prescribed (C&D)		<input checked="" type="radio"/> D803 <input checked="" type="radio"/> S0000XA	<input type="radio"/> D803 <input type="radio"/> S0000XA	<input type="radio"/> D803 <input type="radio"/> S0000XA	