



## Knowtion Health Ranks With Black Book for Fifth Year and No. 1 in Clinical Denials and Medical Necessity Appeals and Optimization Technologies

From RCM Solutions Survey, Black Book Research, 2025

BOCA RATON, Florida – July 9, 2025 – For the fifth consecutive year, Knowtion Health, a leading healthcare revenue cycle company offering deeper, broader, and smarter revenue recovery solutions to help providers get paid faster, with less friction, and more confidence in the outcomes, announced today its [No. 1 national rankings](#) from Black Book Research in **Clinical Denials and Medical Necessity Appeals** and in **Optimization Technologies and Engagement Strategies**. According to Black Book Research's 2025 survey of 902 U.S. provider revenue cycle executives, over 42% of aging accounts receivable (A/R) is now tied to complex claims that require advanced capabilities far beyond standard billing office functions.

Black Book's 18 universal, qualitative KPIs for evaluating complex A/R vendors include specialized claim expertise, regulatory knowledge, recovery effectiveness, client responsiveness, and transparent reporting. Key factors also involve accurate payer identification, workflow flexibility, staff credentials, and quality appeal documentation. Additionally, proactive denial management, consistent recoveries, empathetic patient engagement, timely recovery actions, client-specific adaptability, ethical standards, negotiation effectiveness, and strong client retention rates are critical components.

"These indicators provide the foundation for selecting and retaining the right vendors to manage the revenue that too often gets written off," said Doug Brown, Founder and President of Black Book Research. "Patient financial engagement has emerged as a critical differentiator in an era where financial transparency, consumer trust, and revenue integrity are tightly interwoven," said Brown. "Knowtion Health has consistently ranked #1 in their respective categories in prior Black Book surveys, demonstrating not only exceptional client satisfaction but sustained performance across both foundational and newly enhanced revenue cycle KPIs. Their longevity reflects deep alignment with evolving patient expectations and provider financial goals."

"This recognition highlights the strength of our team's expertise and unwavering focus on solving complex reimbursement challenges," said Jayson Yardley, Chief Executive Officer of Knowtion Health. "Nearly half of revenue cycle leaders say payer denials are now the greatest threat to hospital revenue, according to our recent [denials research report](#). Earning recognition from Black Book Research for the fifth year in a row is a meaningful testament to the value we deliver," he added. "We remain committed to helping healthcare organizations improve financial outcomes and navigate today's evolving landscape with solutions that truly make a difference."

### About Knowtion Health

Knowtion Health is a leading provider of technology-enabled revenue cycle management services serving more than 550 hospitals nationwide and managing over \$4.5 billion annually in outstanding balance accounts for clients. Recognized as an Inc. 5000 fastest-growing company, Knowtion Health is a multi-year recipient of the Black Book award, which honors top partners as ranked by healthcare providers. Knowtion Health is a portfolio company of Arsenal Capital Partners, a leading private equity firm specializing in building technology-rich, market-leading healthcare and industrial growth companies, and Sunstone Partners, a premier private equity firm focused on accelerating growth in technology-enabled services and software companies. For more information, visit [KnowtionHealth.com](https://www.KnowtionHealth.com)

### About Black Book Research

Black Book Research is an independent healthcare market research and advisory firm, recognized for its rigorous crowd-sourced evaluations of healthcare IT, financial systems, and managed services. Since 2000, Black Book has polled over 3.3 million healthcare professionals to provide transparent, unbiased insight into vendor performance. For more information, visit [blackbookmarketresearch.com](https://www.blackbookmarketresearch.com)

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