

BEHAVIORAL HEALTH CASE STUDY

Within one year, we generated collections in excess of \$3.1 million for this multi-site Behavioral Health Group.



MAXIMIZING COLLECTIONS

Collect Rx, a Wakefield company, is the leading provider of solutions that help providers maximize payor reimbursements, reduce patient billings, and eliminate the hassle of dealing with insurance companies. With extensive knowledge of out-of-network payor strategies, Collect Rx has developed a unique approach that works alongside your billing team to optimize out-of-network payments and re-pricing out-of-network bills.

Our Services

- Upfront Recovery, or "Negotiations"
- Post-Payment Recovery, or "Appeals"

CONTACT US



www.wakeassoc.com



OVERVIEW

A Behavioral Health Group with multiple locations and a combination of in and out-of-network claims, has a billing company to assist with claims management. Being out-of-network, the facility receives a large amount of upfront negotiation requests that fall outside the billing company's standard process. Working alongside the billing company, Collect Rx was able to negotiate these requests, and helped generate over \$3.9M in collections.



HOW WE HELPED

Revenue cycle teams are setup to code, bill, and collect payments from the insurance company. Upfront negotiations fall out of the standard AR management process. Additionally, billing systems and RCM tools are not setup to track the process, results and comps to use for future cases.

Our proprietary CRXIS business intelligence engine intakes the cases bumps them up against comps from our more than 4,000 clients, and generates results. After claims are negotiated CRx even follows up to ensure claims are processed before the settlement amounts.

- Upfront Recovery "Negotiation" Service includes:
 - The intake and processing of all upfront settlement requests received directly from 3rd party vendors or You the client.
 - Maximizing negotiations and recovery of these claims.
 - Follow up and payment verification of negotiated claims.
 - Portal access for providers



SUCCESS

We increased initial offers from 45% to 83%!

# OF CASES	TOTAL CHARGES	INITIAL OFFER	FINAL SETTLEMENT
1,270	\$4,699,849.90	\$2,138,291.19	\$3,905,922.19

