

# BEHAVIORAL HEALTH CASE STUDY

## Authorized Representative Forms



### 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](http://www.wakeassoc.com)



### OVERVIEW

A behavioral health facility was not seeing a high return on their reimbursements from Aetna. As it turns out, the client did not know how to appeal out-of-network claims effectively. One important element they were missing in particular was authorized representative forms as required by Aetna.



### HOW WE HELPED

Collect Rx performed a one-year analysis on this client's Aetna claims and found over 800 claims from 70 patients that could be appealed, but needed the patient authorization forms. If the patient authorization forms were submitted, and on time, Collect Rx could have generated an additional \$1.1M in collections.

However, the client's team did not make retrieving patient authorization forms a priority, and more than 75% of the claims expired due to timeliness. Finally, they allowed Collect Rx to step in and contact the patients directly in order to get the appropriate forms. In the end we were able to get the client an \$250,000 in additional reimbursements.



### SUCCESS

CLAIMS	REIMBURSEMENT POTENTIAL
834	\$1,103,524.00
207	\$256,000.00