

# EMERGENCY MEDICINE CASE STUDY

Within six months, we generated collections in excess of \$5.8 million of 13,676 cases



## 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 multi-location Emergency Medicine organization employs an in-house billing department. Working seamlessly alongside them, Collect Rx identified and appealed underpaid out-of-network claims. Within six months, Collect Rx helped this organization recover over \$5M.



## HOW WE HELPED

Collect Rx gained payor portal access for UHC, Cigna, & Aetna. By utilizing our signature CRX>Select, we analyzed the past 12 months of processed claims to identify cases for appeal. With this information, we pulled EOB's and claim forms via the client clearinghouse and the appeals process began.

- Post-Payment Recovery "Appeal" Service includes:
  - Up to 12-month legacy review of your OON processed claims (Aetna / UHC / Cigna portals) to identify and select potential claims for recovery.
  - The intake and processing of all identified claims for recovery.
  - Maximizing recovery through reconsiderations, negotiations, appeals, & denials.
  - Follow up and payment verification of any settled claims.
  - Recurring reviews of the payor portals to identify new claims for recovery. (Based on volume and results: weekly/monthly/quarterly).



## SUCCESS

TOTAL CHARGES	INITIAL PAYMENT	ADDITIONAL PAYMENTS
\$17,199,868.43	\$3,664,107.71	<b>\$5,837,590.11</b>