

HOSPITAL CASE STUDY

Over a 5 month period, we generated collections in excess of \$5.7 million for the hospital.



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

In late 2019 the largest Hospital system in Texas discovered it was being forced out-of-network by United Healthcare. UHC claimed that the rates the hospital was charging and the reimbursements were too high. They also claimed the hospital was being unreasonable, and a detrimental PR fiasco ensued.



HOW WE HELPED

By utilizing a 3rd party vendor, United Healthcare significantly lowered the rates it was paying the hospital on their out-of-network claims.

Luckily, Collect Rx was able to utilize our two main services to assist the hospital in recovering millions.



SUCCESS

| SERVICE | TOTAL CHARGES | INITIAL OFFER/PAYMENT | FINAL SETTLEMENT/PAYMENTS |
|-----------------------|---------------|-----------------------|---------------------------|
| Upfront Recovery | \$8,705,993 | \$2,213,455 | \$4,370,704 |
| Post-Payment Recovery | \$11,683,345 | \$3,901,162 | \$2,498,719 |

Relationship Re-established

Most importantly, the results drove United Healthcare back to the negotiation table where the parties were able to end their dispute and resume their in-network relationship.

