

LAB CASE STUDY

Within one year, we generated collections in excess of **\$4.3 million** for this lab of 2,097 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



OVERVIEW

A mid-sized lab company employs a billing company to assist with all claims management. Typically, due to high volume and low disputed amounts, it's inefficient for the billing company to work on cases for appeal. Working seamlessly alongside this lab's billing company, Collect Rx identified and appealed underpaid out-of-network claims, and was able to find claims to be appealed and helped recover over \$4M.



HOW WE HELPED

Collect Rx gained payor portal access for UHC, Cigna, & Aetna. By utilizing our signature CRXISelect, 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 OFFER/PAYMENT	FINAL PAYMENTS
\$9,317,384.08	\$766,541.86	\$4,370,324.15