

# CASE STUDY UP AGAINST THE PAYERS



In 2023, our final processing for out-of-network claims is 160% higher than the initial payment

## OVERVIEW

The out-of-network domain is dominated by payors, causing thousands of providers to face challenges in securing their fair share of reimbursements. Compounding the issue is the fact that many providers are unaware of the extent to which they are being deprived of their rightful compensation.

With extensive knowledge of payor strategies and cutting-edge technology we have developed a unique approach that works alongside your billing team to optimize the highest out-of-network payments for your healthcare facility. The chart below shows our success in increasing settlement amounts with the payors.

Payer	Charges	Initial Allowable	Initial Allowed	Settlement Amount	% Higher	% Increase	Final Allowable
Aetna	\$1,259,826.00	\$233,019.17	18%	\$368,692.96	158%	58%	29.27%
BCBS	\$47,319.00	\$5,436.33	11%	\$19,583.94	360%	260%	41.39%
Cigna	\$1,905,876.69	\$293,488.72	15%	\$374,594.35	128%	28%	19.65%
Commercial	\$246,347.11	\$40,974.68	17%	\$65,343.67	159%	59%	26.53%
UHC	\$2,597,316.30	\$318,080.12	12%	\$594,872.09	187%	87%	22.90%
<b>Grand Total</b>	<b>\$6,056,685.10</b>	<b>\$890,999.02</b>	<b>15%</b>	<b>\$1,423,087.01</b>	<b>160%</b>	<b>60%</b>	<b>23%</b>

# CASE STUDY BEHAVIORAL HEALTH



In one year, we generated additional payments totaling more than **\$2.1 Million!**



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.

## THE PROBLEM


Like most out-of-network providers, this Behavioral Health facility did not know it had major problems recovering revenue on out-of-network claims, costing them millions of dollars annually.

## OVERVIEW

We gained payor portal access for UHC, Cigna, & Aetna. By utilizing our signature CRXISelect technology, we analyzed the past *12 months* of processed claims to identify cases for appeal.

- Post-Payment Recovery “Appeal” Service includes:
  - Up to 12-month legacy review of your out-of-network processed claims to identify and select potential claims for recovery.
  - The intake and processing of all identified out-of-network 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.

## HOW WE HELPED

INITIAL PAYMENT	CRX ADDITIONAL PAYMENT	THAT'S AN INCREASE OF PAYMENT BY
\$2,274,624.10	<b>\$2,117,932.55</b>	 <b>50%</b>

# CASE STUDY LABORATORY



Out of 1,688 cases, we generated collections totaling more than \$400k in additional payments!



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## THE PROBLEM

Like most out-of-network providers, this lab did not know it had major problems recovering revenue on out-of-network claims, costing them hundreds of thousands of dollars annually.

## OVERVIEW

We gained payor portal access for UHC, Cigna, & Aetna. By utilizing our signature CRXSelect technology, we analyzed the past *12 months* of processed claims to identify cases for appeal.

- Post-Payment Recovery “Appeal” Service includes:
  - Up to 12-month legacy review of your out-of-network processed claims to identify and select potential claims for recovery.
  - The intake and processing of all identified out-of-network 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.



## HOW WE HELPED

TOTAL CHARGES	INITIAL PAYMENT	CRX ADDITIONAL PAYMENT
\$ 714,734.38	\$ 198,056.37	<b>\$ 427,077.87</b>

# CASE STUDY NEUROMONITORING



Out of 730 cases, we generated collections totaling more than \$2.2 Million in additional payments!



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## THE PROBLEM

Like most out-of-network providers, this neuromonitoring facility did not know it had major problems recovering revenue on out-of-network claims, costing them millions of dollars annually.

## OVERVIEW

We gained payor portal access for UHC, Cigna, & Aetna. By utilizing our signature CRXSelect technology, we analyzed the past *12 months* of processed claims to identify cases for appeal.

- Post-Payment Recovery “Appeal” Service includes:
  - Up to 12-month legacy review of your out-of-network processed claims to identify and select potential claims for recovery.
  - The intake and processing of all identified out-of-network 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.



## HOW WE HELPED

TOTAL BILLED CHARGES	INITIAL PAYMENT	CRX ADDITIONAL PAYMENT
\$11,361,748.06	\$503,760.41	<b>\$2,225,650.88</b>