

# 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 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

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>