



HOSPITAL CASE STUDY

Over a 5 month period, Collect Rx was able to generate collections in excess of \$5.7 million for the hospital.



MAXIMIZING COLLECTIONS

Collect Rx 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"

Join the 4,500+ healthcare organizations that have received \$104B+ in additional revenue from Collect Rx.

Contact Us

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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:

- **Upfront Recovery "Negotiation" Service** includes:
 - The intake and processing of all upfront settlement requests received directly from 3rd party vendors or You the client.
 - Maximizing negotiations and recovery of these claims.
 - Follow up and payment verification of negotiated claims.
- **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).

OUR SUCCESS

SERVICE

SERVICE	TOTAL CHARGES	INITIAL OFFER/ PAYMENT	FINAL CRX 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.