

# Out-of-Network Hospital Case Study

Over a 5 month period, we generated additional collections in excess of **\$6.4M** for the hospital

## SIMPLIFYING THE COMPLEX

Revco Solutions is a leading healthcare revenue cycle management organization that helps providers maximize payer reimbursements, resolve claims, recover lost revenue, and prevent future denials.

With deep expertise in complex claim and payer strategies, Revco offers a unique approach that integrates seamlessly with your billing team to recover more out-of-network payments. Our experienced team works directly with payers, attorneys, and adjusters to resolve disputes, and ensure every claim is accurately reimbursed.

### OUR SERVICES

#### Insurance Revenue Recovery

Denials Management  
Complex Claims  
**Out-of-Network Claims Management**  
Cash Acceleration & AR Resolution

Early Out Self-Pay

Bad Debt Collections

## OVERVIEW

In late 2019, the largest hospital in Texas learned it was being forced out-of-network by United Healthcare. UHC claimed the hospital's rates and reimbursement demands were excessively high and labeled the health system as unreasonable and significantly lowered the rates it was paying on out-of-network claims.

## HOW WE HELPED

We were able to leverage CRXIS—Revco's proprietary claims intelligence system and the largest health data network in the industry—to assist the hospital in recovering millions of lost insurance revenue.

## RESULTS

In just 5 months, Revco's OON team worked \$14.4M in billed charges. Through our negotiations and appeals services, we recovered \$6.4M+, **which represented an increase of 26.9% of total charges beyond what the hospital's internal team was able to recover.**

<b>\$2.5M</b>	<b>59.9%</b>	<b>\$3.9M</b>	<b>26.9%</b>
Negotiations Recovery	of Billed Charges	Appeals Recovery	Increase in Payment

## RELATIONSHIP RE-ESTABLISHED

Most importantly, the results brought United Healthcare back to the negotiating table, allowing both parties to resolve their dispute and restore their in-network relationship.