

INGENIX[®]

Overpayment Recovery Services

Historically, we have recovered 83 percent of claims, with more than 98 percent of cases completed without litigation.

Executive Summary

Duplicate payments, member eligibility, incorrect PPO discounts, coordination of benefits and billing errors—mistakes like these cause health plans to overpay providers millions of dollars every year. Recovering that money is a complex and time-intensive process. Unfortunately, most organizations lack the resources and expertise to effectively recapture the lost dollars and often settle for much less than what they are owed.

Ingenix can help. Ingenix provides end-to-end Overpayment Recovery Services to help your organization recover the highest possible amount with:

- **Highly skilled negotiators with substantial experience recovering overpayments**
- **High-touch, client-focused collection methodology**
- **Complete follow-up and follow-through on payment plans to achieve full payment on plans**
- **Contingency-based model for services**

Overview

Ingenix Overpayment Recovery Services is a comprehensive recovery service based on a client-focused collection approach that helps build better relationships with providers. We can recover your money—and virtually eliminate the hassle for you.

Insurance Industry Knowledge

Our team averages over 13 years of experience collecting overpayments in the health care industry. This expertise helps us understand the perspective of both the providers we are collecting from and the payers for whom we are collecting, and allows us to educate all parties about the process and the potential implications. We also understand state laws and the pertinent information to communicate to our clients so they are always aware of potential claim issues, and know when legal representation is needed. The result is a faster, easier, and less expensive process.

Unique Collection Methodology

With Ingenix Overpayment Recovery Services, your overpayment funds will be collected in a professional manner and in greater amounts. Our approach is a hands-on, client-focused process in which providers are called or faxed rather than simply receiving letters from the payer. In response to this more personal method, providers are more likely to send payment in a timely fashion.

Superior Customer Service

Our unique collaborative approach includes educating providers so that they can operate with a full understanding of the overpayment process. Armed with deeper knowledge, providers are better able to communicate their needs and this translates into positive interaction and better results. Historically, our client-focused approach has enabled us to recover 83 percent of the claims we pursue.

Key Features

We utilize a user-friendly web application with SSL certificate that encrypts and protects all data and allows secure transfer of files to and from our clients in compliance with HIPAA regulations. Our services include:

Medical Overpayments

- Experienced team dedicated to medical and dental products
- Proven overpayment recovery procedures
- Customized programs
- Goal of recovery within 60 days

Ingenix Overpayment Recovery Services can help you reduce costs. For more information, call your Ingenix account executive for details or contact us at (800) 765-6034 or ingenuity@ingenix.com today.

Ingenix | Information is the lifeblood of health care | www.ingenix.com

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