



# Early Intervention Program

## Key Questions

When assessing the benefits of outsourcing your injury claims immediately after billing or patient discharge, consider the following five questions:

- How much time does your staff spend on processing those accounts?
- How much revenue is recovered?
- How do you compare to “best practice”?
- Do you need to accelerate cash recovery to cover ongoing operating costs?
- What additional revenue will result from re-allocating your staff to other high dollar accounts?

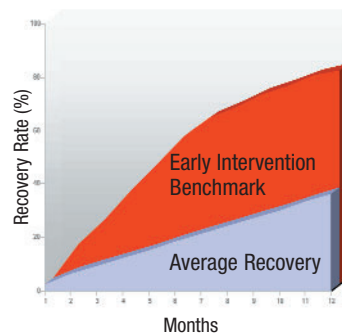
Processing and resolving injury claims in-house often proves unproductive. Many hospitals have found that they spend a grossly disproportionate amount of time attempting to resolve these difficult accounts, and forgo substantial revenue opportunities.

Individual patient accounting staffs often assigned to these claims are already at full capacity or lack the specialized knowledge of laws and liability insurance to promptly and effectively recover third-party funds. This inefficient approach leads to an increase in aged receivables and bad debt at a time when many hospitals struggle to cover operating costs.

## Outsourcing Your High-Balance Injury Claims

Our Early Intervention Program allows hospitals to place high-balance injury-related accounts from a particular financial or payer class, including Motor Vehicle Accident and Workers’ Compensation accounts, immediately after billing or patient discharge. This program is designed to reduce your administrative burdens, accelerate cash recovery and maximize reimbursement from each and every account.

### Recovering More Revenue Faster



As the initial agent, we evaluate each individual case and determine what the best options are to optimize and expedite reimbursement. We ensure that all necessary documents such as liens or letters of protection are filed in a timely fashion. We follow-up with all parties involved and pursue third-party payers until claims are collected or adjudicated.

Since our specialized attorneys know the typical stalls and objections payers present, we are able to avoid denials through early intervention. We also know how to detect inappropriate actions by insurance carriers and will intercede on your behalf. As a result, all your accounts will receive expert attention earlier in the collection cycle, which improves both recovery rate and speed.

This program is beneficial to hospitals with less than optimal accounts receivable days, hospitals desiring to increase cash flow, and hospitals with staffing limitations.



### Key Benefits of the Program

By referring your accounts early in the collection cycle, you will get the benefit of:

- A combination of healthcare and insurance experience to address the complexities associated with injury-related claims
- A very low claim-to-attorney ratio to ensure that each account gets the attention it deserves and that all necessary documents are filed in a timely fashion
- Expedient resolution process that provides immediate and regular cash infusion—thus reducing days outstanding
- A savvy, experienced team who can identify early warning signals of improper payer practices—such as unreasonable delays or underpayments—and immediately intercede on your behalf
- Specialized insurance and contractual expertise to maximize reimbursement on each and every account—we typically recover the entire contractual payment due on each account
- Knowledge and insights to effectively negotiate from a position of strength
- Ability to reallocate your business office staff to more cost-effective collection activities—with the assurance that your interests are fully protected
- A partner who will take an aggressive approach while maintaining professional demeanor to safeguard your community image and relationship with third-party payers

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