



INSURANCE FOLLOW-UP

Each year, health insurance companies and government payers allow hundreds of millions of submitted claims to expire. Revco Solutions is an expert in mitigating lost revenue due to insurance claims languishing unpaid, ensuring each claim receives the maximum attention and treatment necessary to recover revenue that is due to our clients. We partner with hospitals, health systems, and physician groups to supplement the time-consuming process of following-up to collect payments owed from payers.

HOW REVCO SOLUTIONS CAN HELP

Revco Solutions combines client specifications with our best practices for effective and efficient resolution.

- **INVESTIGATION & ONE-TOUCH RESOLUTION**

Our initial approach is to follow-up with insurance companies to determine the reason there is a remaining balance left on the account. This could include full denial, a partial denial, or no response from the insurance company at all. Working with our RCM software, along with our clients' systems and in conjunction with resources including payer websites, Revco focuses on one touch resolution and quality contacts to maximize reimbursement.

"Small balances can be quite large in volume, and we recognized that we needed assistance to address this stream of insurance revenue, which led us to partner with Revco Solutions."

*Paul Weaver, Assistant Director
Revenue Cycle Services
Cox Health*

- **PATIENT INVOLVEMENT**

When reviewing unresponsive claims, we involve patients when necessary, to complete the processing of the pending claim. Revco Solutions will relay expectations to the patient and solicit their involvement in resolving the outstanding item with their insurance provider.

- **MAXIMIZING REIMBURSEMENTS**

Based on the balance and pending circumstances, we evaluate the potential to resolve the claim. High dollar expected reimbursement is the primary focus. For example, totally denied claims take precedent over partially paid services. We also look for trends to work multiple situations and accounts together, maximizing our efforts on every phone call.

ABOUT REVCO SOLUTIONS

Revco Solutions, Inc. brings over 75 years of healthcare revenue cycle experience, utilizing the latest omni-channel patient communications and innovative business intelligence tools. Providing an industry-leading secure, compliant, and patient-friendly staff, Revco Solutions manages billions in placements annually from hundreds of physician practices, hospitals, and health systems.

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