



**COLLECTIONPRO**  
BRIDGING THE GAP IN COLLECTIONS

# CASE STUDY

## Radiology Practice Achieves 600% of In-Network Rate through IDR Advocacy



### Provider Type

Hospital-based radiology practice (out-of-network professional radiology services).

### CollectionPro's Role & Strategy

The Provider sought the help of CollectionPro to aggressively pursue underpaid out-of-network imaging claims via the No Surprises Act's arbitration process. Our strategy involved batch-submitting numerous radiology claims to IDR and presenting data-driven arguments that the insurer's Qualifying Payment Amount (QPA) was not fair compensation. By analyzing market rates and past payments, we consistently argued for higher, market-aligned reimbursements in arbitration.

### Arbitration Outcome

The radiology practice consistently achieved remarkably favorable results. The wins continued, with a median around **438% of QPA** across 12 months. In practical terms, the specialized IDR approach used by CollectionPro yielded payments several-fold higher than the payer's initial offers. This case study shows how a well-resourced OON collection strategy can turn surprise billing disputes into substantial revenue.

### At a Glance

MEDIAN RATE OF COLLECTION  
BY PROVIDER ACROSS 12  
MONTHS

**438%**

OF QPA