



COLLECTIONPRO
BRIDGING THE GAP IN COLLECTIONS

CASE STUDY

Plastic & Reconstructive Surgery Provider Wins \$207,000 in IDR for - Complex Breast and Pannus Case



Provider Type

Multi-location out-of-network Plastic & Reconstructive Surgery Practice

CollectionPro's Role & Strategy

The claim involved **CPT 13102** in a complex, multi-procedural plastic and reconstructive surgery. The payer offered only \$1,351.00, while the provider submitted a \$207,000 offer that reflected the documentation, clinical burden, and case complexity.

CollectionPro framed the dispute around value, expertise, and clinical burden. The submission emphasized the provider CV, training, experience, licensure, and medical records proving patient acuity and complexity of furnishing the service.

By aligning the evidence with Federal IDR decision factors, maintaining deadline discipline, and strengthening the case narrative, CollectionPro helped demonstrate why the provider offer was better supported than the payer offer.

Arbitration Outcome

The IDR entity gave the highest weight to the provider-side information related to patient acuity, procedural complexity, and the provider's training and experience.

The provider's **\$207,000** offer was selected over the payer's **\$1,351.00** offer - a 153X difference and a **\$205,649** lift above the payer offer.

At a Glance

PAYER OFFER

\$1,351.00

VS.

PROVIDER CLAIM

\$207,000.00

