



COLLECTIONPRO
BRIDGING THE GAP IN COLLECTIONS

CASE STUDY

Plastic & Reconstructive Surgery Provider Wins \$50,000 in IDR



Provider Type

Plastic & Reconstructive Surgery Provider for Out-of Network services.

CollectionPro's Role & Strategy

The dispute involved a significantly underpaid out-of-network claim for CPT 13102, where the plastic surgeon challenged a reimbursement offer that failed to reflect the complexity of the surgical services provided.

CollectionPro prepared a comprehensive IDR submission highlighting the patient's condition, treatment complexity, provider qualifications, market factors, and supporting clinical evidence to justify appropriate reimbursement.

Through strategic case management, detailed documentation review, payer engagement, and IDRE coordination, CollectionPro successfully supported the provider's **\$50,000** offer as the most reasonable payment amount. Maximus Federal Services selected the provider's offer over the payer's **\$452.38** offer.

Arbitration Outcome

The IDRE selected the provider's offer of **\$50,000.00** over the submitted offer of **\$452.38**.

After reviewing the QPA and all submitted evidence, Maximus Federal Services determined that the provider's documentation regarding patient acuity and procedural complexity was the most persuasive. The provider's offer was selected here.

At a Glance

PAYER OFFER

\$452.38

VS.

PROVIDER CLAIM

\$50,000.00

