



COLLECTIONPRO
BRIDGING THE GAP IN COLLECTIONS

CASE STUDY

Plastic & Reconstructive Surgery Provider Wins \$72,000 IDR for Out-of-Network Breast Reduction Surgery



Provider Type

Cosmetic Surgery and Dermatology Group

CollectionPro's Role & Strategy

The dispute centered on an underpaid out-of-network **CPT 19318** claim involving a medically necessary breast reduction procedure for a patient suffering from breast hypertrophy, chronic pain, skin conditions, and functional limitations.

CollectionPro developed a focused IDR strategy highlighting the provider's qualifications, the patient's documented symptoms and medical necessity, and the complexity of the reduction mammoplasty procedure. Clinical records and supporting evidence demonstrated why the reimbursement request was justified.

By presenting a strong case built on patient acuity, procedural complexity, and provider expertise, CollectionPro successfully established that the provider's position accurately represented the value of the service. Capitol Bridge ultimately selected the provider's offer in full.

Arbitration Outcome

- The payer's reimbursement of just **\$427.26** significantly undervalued the surgical services provided, creating a substantial gap between the insurer's position and the provider's assessment of the claim.
- Following the Federal IDR review, Capitol Bridge determined that the provider's evidence was more compelling, particularly regarding the patient's condition, procedural complexity, and provider qualifications.
- The arbitrator selected the provider's proposed payment amount of **\$72,000.00**, delivering a favorable outcome that more accurately reflected the scope and value of the care rendered.

At a Glance

PAYER OFFER

\$427.26

VS.

PROVIDER CLAIM

\$72,000.00





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IDR Award Snapshot

IDR dispute status: Payment Determination Made

Payment determination date: 05/15/2026

IDR reference number: [REDACTED]

Capitol Bridge, LLC has reviewed your Federal Independent Dispute Resolution (IDR) dispute with reference number [REDACTED] and has determined that [REDACTED] is the prevailing party in this dispute.

After considering all permissible information submitted by both parties, Capitol Bridge, LLC has determined that the out-of-network payment amount of **\$72,000.00** offered by [REDACTED] is the appropriate out-of-network rate for the item or service 19318 on claim number [REDACTED] under this dispute.

Capitol Bridge, LLC based this determination on a review of the following:

[REDACTED] submitted an offer of \$72,000.00

United Healthcare submitted an offer of \$427.26



(212) 243-3516



contact@collectionpro.com



www.collectionpro.com