



COLLECTIONPRO
BRIDGING THE GAP IN COLLECTIONS

CASE STUDY

Plastic & Reconstructive Surgery Provider Wins \$72,000 IDR



Provider Type

Multi-location Cosmetic Surgery and Dermatology Group.

CollectionPro's Role & Strategy

The dispute involved a substantially underpaid out-of-network claim for **CPT 19318 (Reduction Mammoplasty/Breast Reduction Surgery)**, where the plastic surgeon challenged United Healthcare's reimbursement through the Federal IDR.

CollectionPro developed a compelling IDR submission emphasizing the provider's extensive experience, the patient's medical necessity, the procedure's complexity, and supporting clinical documentation demonstrating appropriate reimbursement value.

Through strategic dispute management, evidence presentation, payer communications, and IDRE coordination, CollectionPro successfully positioned the provider's **\$72,000** offer as the appropriate out-of-network payment amount. Capitol Bridge selected the provider's offer over United Healthcare's **\$4,287** offer.

Arbitration Outcome

The IDRE selected the provider's offer of **\$72,000.00** over the submitted offer of **\$4,287.00**

After reviewing all permissible evidence, Capitol Bridge gave the greatest weight to the provider's training and experience, the patient's acuity, and the complexity of care provided. The arbitrator determined that the provider's offer best represented the value of the service and ruled entirely in favor of it.

At a Glance

PAYER OFFER

\$4,287.00

VS.

PROVIDER CLAIM

\$72,000.00





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IDR dispute status: Payment Determination Made

Payment determination date: 05/13/2026

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], MD 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], MD 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], MD submitted an offer of \$72,000.00

United Healthcare submitted an offer of \$4,287.00



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