



COLLECTIONPRO
BRIDGING THE GAP IN COLLECTIONS

CASE STUDY

Plastic & Reconstructive Surgery Provider Wins \$100,000 in IDR



Provider Type

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

CollectionPro's Role & Strategy

The dispute centered on an underpaid out-of-network claim for **CPT 13102**, tied to a multi-procedural, complex plastic and reconstructive surgery: bilateral brachioplasty performed to remove excess skin and fat after extreme weight loss.

CollectionPro built an evidence-led IDR brief around the factors that mattered most: provider training, experience and licensure; medical-record support for patient acuity and procedural complexity; good-faith contracting context; and additional documentation supporting the provider's valuation.

With careful dispute analysis, strict deadline control, organized documentation, payer and IDRE follow-ups, and a focused submission strategy, CollectionPro positioned the provider's \$100,000 offer as the most reasonable out-of-network rate.

Arbitration Outcome

The IDRE selected the provider's offer of **\$100,000** over the Payer's (UnitedHealthcare) **\$810.87** offer for CPT 13102.

The provider prevailed; the payer was named the non-prevailing party, responsible for the IDR entity fee, with any amount due within 30 calendar days.

At a Glance

PAYER OFFER

\$810.87

VS.

PROVIDER CLAIM

\$100,000.00

