

**COLLECTIONPRO**

BRIDGING THE GAP IN COLLECTIONS

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STUCK OR UNDERPAID OUT-OF-NETWORK CLAIMS?

We Turn Denials into Dollars – Without You Lifting a Finger

Out-of-network providers are routinely paid below fair value when payers lean on the **Qualifying Payment Amount (QPA)** set under the **No Surprises Act** instead of a fair offer. CollectionPro identifies the underpaid claims, negotiates directly with the payer, and takes unresolved disputes to **Independent Dispute Resolution (IDR)** – recovering the gap between what you were paid and what you're owed.

We cover Plastic/Reconstructive Surgery, ER Surgery, Orthopedics, Spine, Pain Management, Neurology, Anesthesia, and Air Ambulance claims.



THE OON RECOVERY PROCESS WE RUN FOR YOU

- 1 CLAIM SCREENING & ELIGIBILITY**
We flag underpaid OON claims and confirm NSA or state-law eligibility, claim by claim.
- 2 OPEN NEGOTIATION**
We negotiate directly with the payer inside the 30-day federal window, tracking every deadline to the day.
- 3 IDR FILING & ARBITRATION**
Our in-house NSA-IDR specialists build the case file and argue it through arbitration.
- 4 AWARD COLLECTION**
We track every award through to actual payment and escalate payers who pay late.
- 5 REPORTING**
You see real-time status, recovery projections, and ROI on every case, at every stage.

92%ARBITRATION
WIN RATE**10,000+**

CASES FILED

10%FEE – HIGH-IMPACT
SPECIALTIES**\$0**UPFRONT COST
TO YOU

REASONS DOCTORS TRUST COLLECTIONPRO

SPEED

- ▶ We can revive OON claims dated post-Jan 1, 2022, even if previously denied. Old claims are not a dead end.
- ▶ Dedicated support 9am–5pm in your time zone, by call, email, or chat.

RISK & COST

- ▶ Pay nothing upfront – we advance all costs (all admin + up to \$1,200 in arbitration fees), refundable after you win.
- ▶ Just 10% contingency fee for high-impact specialties (anesthesia, ER surgery, gastro, cardiology, air ambulance, plastic surgery); 20% for others.
- ▶ No long-term contracts – use us when you want, leave when you want, no penalties.

EXPERTISE & CONTROL

- ▶ Every arbitration handled in-house by our NSA-IDR specialist – 10,000+ cases filed, 92% win rate.
- ▶ We handle all payers – federal or state-level, commercial or managed care.
- ▶ Real-time reporting – know exactly what's happening with every case: status, recovery projections, ROI.





THE OUT-OF-NETWORK REVENUE CHECK

12 questions your billing team should be able to answer today. Every “no” below is money that’s still on the table.



RISK & COST

- ☐ Is every out-of-network claim compared against the payer's Qualifying Payment Amount (QPA) as soon as it's paid?
- ☐ Do you track the 30-day open negotiation window to the exact day, for every payer?
- ☐ Are IDR disputes filed before the deadline closes — every single time?
- ☐ Does someone follow up the moment a payer misses an arbitration award payment?



DOLLARS RECOVERED

- ☐ Do you know, in dollars, how much you're losing below QPA each month?
- ☐ What share of your arbitration disputes do you actually win — and is it above 85%?
- ☐ Can you break your recovery rate down by payer and by specialty?
- ☐ Have any OON claims from 2022 onward been written off instead of revisited?



PROCESS OWNERSHIP

- ☐ Is each claim correctly routed to federal NSA or state balance-billing rules — not just defaulted to one?
- ☐ Are anesthesia units/modifiers and surgical codes priced correctly before you dispute a payment?
- ☐ Does one person or team own IDR end-to-end, rather than splitting it across billers, coders, and an outside vendor?
- ☐ Can you see, in real time, the status and projected value of every open dispute?

10–12 YES

Healthy. You're capturing most of what you're owed — benchmark it against MGMA and HFMA anyway.

6–9 YES

Leakage. Each “no” above is a measurable dollar gap in your OON recovery.

UNDER 6 YES

Structural. Worth a claims audit before adding headcount.

Not sure how you'd score? That's exactly what the free audit below answers.

GET YOUR FREE OUT-OF-NETWORK CLAIMS AUDIT

30 days. No cost. No obligation.

WHAT YOU GET

A claim-by-claim review of your OON accounts receivable: underpaid claims flagged, dispute-eligible cases identified, and a recovery estimate in dollars.

WHAT IT COSTS

Nothing. No obligation to engage us afterward.

HOW TO START

Call (646) 661-7853, mail us at contact@collectionpro.com, or scan the QR code.

