

## CASE STUDY

# Streamlined processes, Collected 62% of outstanding claims within 6 months

Type of Organization

Prominent Home Infusion &amp; Community Pharmacy

Location

Denver, Colorado

Size of Organization

1,001 – 5,000 Employees

Engagement Period

3 Years



## The Challenge



Nearly \$10.80mn stuck in bad debt for claims that were 120+ days old lodged by inactive patients. Plans to write-off nearly 50% of accounts without any investigation



Staff bandwidth constraints resulting from needing to prioritize fresh claims



Numerous claims were never billed to insurance companies



## HelioNext Solution



Introduced onshore and offshore teams to handle the challenge



Implemented a strategy to work on highest dollars



Performed an in-depth review of all claims



## Results



Collected nearly 62% of the outstanding amount



HelioNext received 120+ day old claim work to process based on results/success seen in inactive accounts