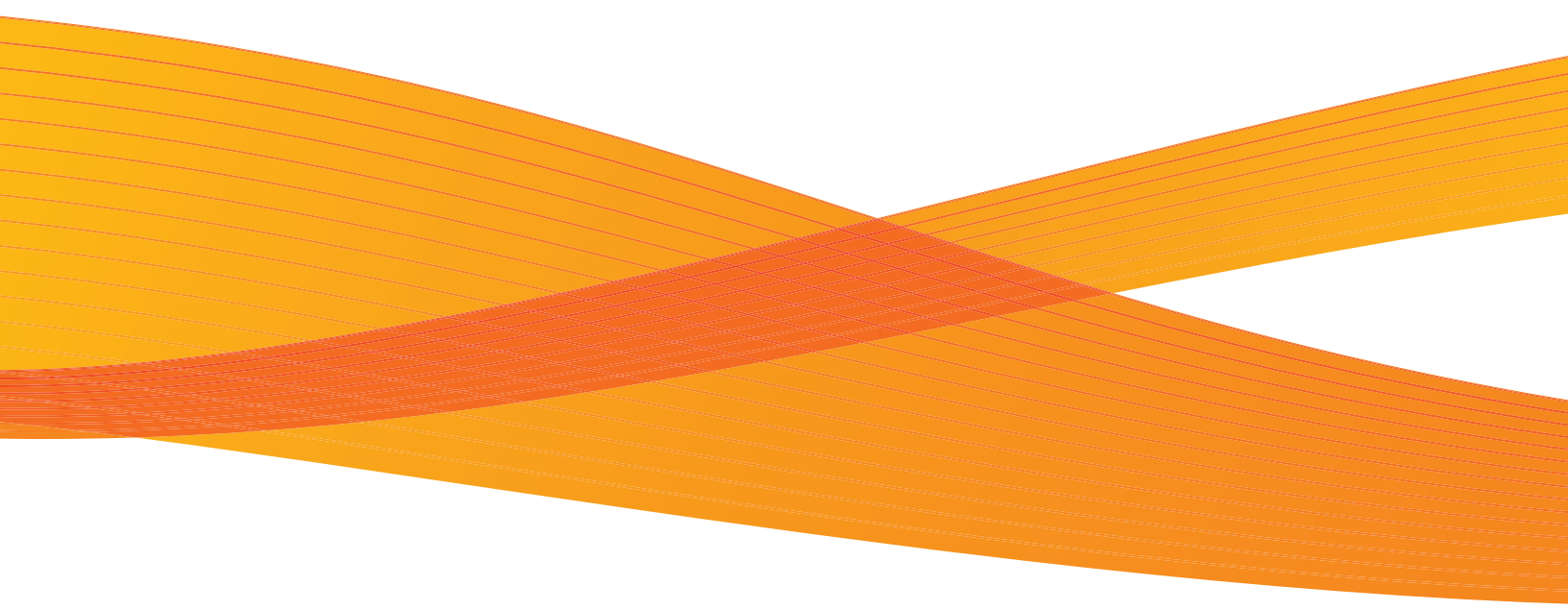
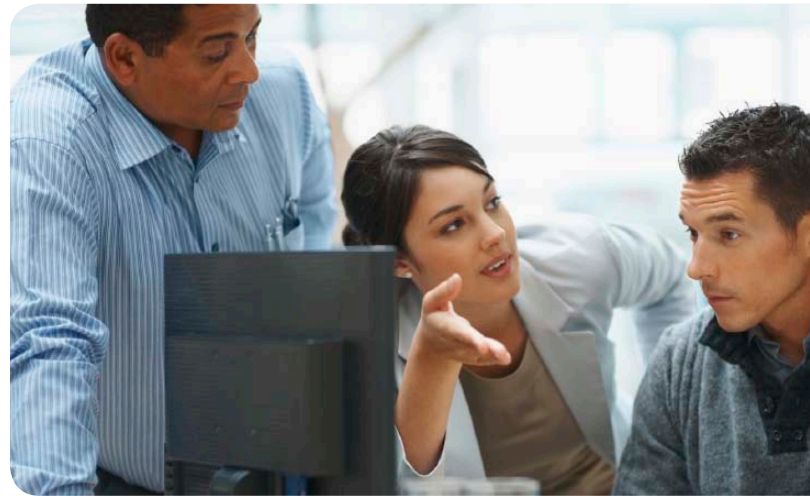


With a streamlined process the client significantly increased their annual total recoveries.

Xerox has recovered more than \$39 million in the first four years, an overall increase in gross recoveries of more than 43%.



“Thanks for always being there for us.”

– Client Vendor Relationship Manager

The Challenge

The client sought an opportunity to significantly increase their annual gross of total recovered funds. Specifically the client was seeking a partner with:

- The ability to adapt to changing regulatory and case laws within the states they served
- The resources, ability, and knowledge to streamline the recovery process
 - The client’s process did not include any data scrubbing and was based solely on referrals from claims examiners and medical management staff.
 - The client was performing the services in-house without an attorney completely dedicated to the subrogation team.
- Client recently acquired a second office which had an existing relationship with an outside vendor for their recovery operations.

In addition, the client sought a partner which would allow them to reallocate and/or reassign existing staff to better service their customers.

The Solution

Xerox began partnering with the client in 1999 by providing coordination of benefits (COB) recovery services. Due to the client’s satisfaction with the initial program, they expanded services to include subrogation/ TPL and overpayment services, which include duplicate and overpayment referrals. In addition, this required migrating services from a competing vendor to Xerox for services performed in a newly acquired office.

Xerox began investigation and recovery of the client’s in-house accounts while working with the existing vendor to transition all recovery services to Xerox as the single supplier. Xerox employed dedicated staff and a workflow which streamlined the entire process from research to recovery, providing for a comprehensive and expeditious review of each opportunity ensuring all available dollars are identified and recovered.

The Results

Xerox has recovered more than \$39 million in the first four years, an overall increase in gross recoveries of more than 43%.

- Xerox has maintained double digit increases in collected monies each year since.
- The client has been able to reallocate the entire subrogation team in order to better focus on core services.



Sector: Healthcare Payer

Solution: New streamlined process

Client: Large healthcare benefits provider

Challenge: Adapt to State regulative changes and increase total recoveries

Results: Recovered more than \$39 million in the first four years

The Bottom Line

Client is a national benefits provider with expertise in self-funding and healthcare management solutions. Nationally, the company operates a health care network that includes more than 4,200 hospitals and 578,000 providers and provides coverage to more than 5,000 employers and nearly 2 million members.

