Workers' Comp

Streamlining Medical Bill Disputes: Inside FairPay® Flex's Efficient and Adaptable Process

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2 MIN READ

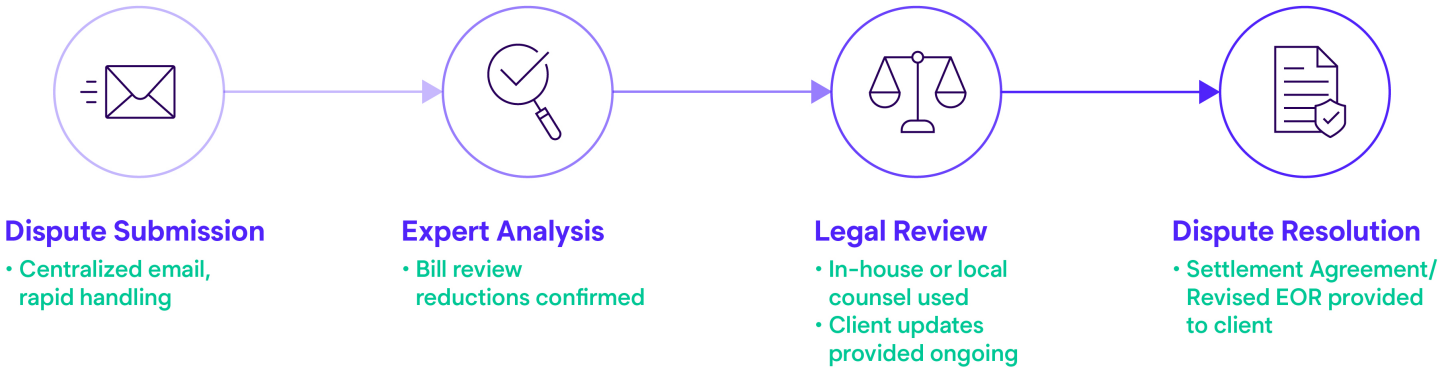
Inside FairPay Flex’s Dispute Management Process

Protecting your organization’s precious time and resources requires effective management of medical bills and optimal dispute resolution. Diminishing the threat of overpayment and capturing additional savings has historically been a daunting task for claims organizations.

Enter the FairPay Flex dispute process—a unique service that streamlines the handling of formal legal disputes to keep you on the right side of regulations while reducing claims handling expenses.

The dispute process is simple:

Efficient, Adaptable, Transparent



Step 1:

Claims handlers submit formal legal disputes to a dedicated email address, ensuring that all necessary documentation is included. This centralized approach allows for efficient processing and rapid response times, setting the stage for a smooth resolution process.

Step 2:

The FairPay Flex team meticulously examines each dispute, confirming the bills in question were indeed reviewed by FairPay Flex. This crucial step prevents unnecessary escalation of disputes and ensures that only relevant cases are handled.

Step 3:

The heart of the dispute process lies in its expert legal team. These professionals conduct a thorough review of each dispute, considering factors such as jurisdiction, timeliness and statute of limitations. This comprehensive approach allows for the development of robust strategies tailored to each unique case.

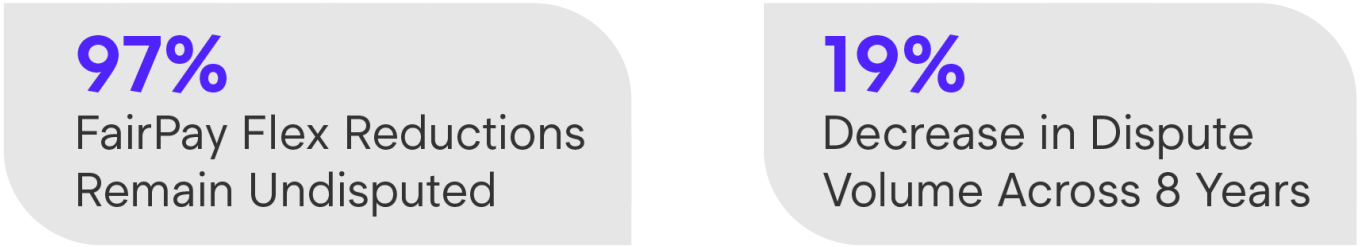
Perhaps one of the most valuable aspects of the FairPay Flex process is its flexibility. Depending on the complexity of the case, FairPay Flex literally flexes to refer disputes to local counsel or have our own legal team handle them, including responding to expert reports to support coding and pricing or settling with providers through negotiations. This flexibility ensures each dispute receives the most appropriate level of attention and expertise, maximizing the chances of a favorable outcome.

Throughout the process, clear communication is maintained with clients. Regular updates keep all parties informed about the progress of each dispute. This transparency builds trust and allows claim handlers to stay engaged without being overwhelmed by the intricacies of the legal proceedings.

Step 4:

The dispute process doesn't just resolve conflicts—it also provides valuable documentation needed for settlement. Once a resolution is reached, you receive a revised explanation of review and settlement agreements where applicable. These documents serve as clear records of the agreed-upon terms, facilitating smooth issuance of any additional payment to the provider.

Impact:



With costs on the rise across the board and claims handlers stretched further than ever, using FairPay Flex gives you a lightweight, agile solution to handling formal legal disputes. Gain peace of mind, reduce claims handlers' time and expense incurred to support reductions—let FairPay Flex do the work for you.

See how one insurer used FairPay Flex to reduce overpayment risk and resolve complex legal disputes more efficiently. Read the case study.



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