



ACUTE CARE FACILITIES ARE UNCOVERING INSURANCE SOURCES FOR SELF-PAY PATIENTS

The frenetic pace of emergency rooms in acute care facilities makes them especially vulnerable to missing insurance coverage during the registration/admission process. This case study highlights an affordable and successful pre- and post-service remedy that is helping providers strengthen their financial picture.

An established provider of self-pay conversion services uses maxRTE Payment Discovery software to uncover commercial and government insurance coverage for self-pay patients of hospitals, clinics, physician groups, and other healthcare providers. The company accommodates true self-pay, self-pay after insurance, and Medicare patients (both inpatient and outpatient).

According to Mark Reddit, vice president and director of all facilities, “maxRTE software has been indispensable in both unearthing payers and identifying specific benefits that cover services. “It really is the way we take our services to the next level for providing organizations the information they need to obtain revenue that would otherwise be lost to them.”

In automating the discovery process, maxRTE software helps the company deliver greater ROI to their clients’ bottom line than was previously possible.

Without maxRTE software, patients would have to be contacted by phone, and each payer individually dialed or researched to determine insurance coverage.

“You can imagine how making outbound phone calls and hold times add up,” Reddit explained. “For organizations with larger numbers of self-pay and self-pay after insurance patients, the costs to maintain enough employees to supplement what maxRTE finds in seconds would not make sense from an ROI perspective. In such cases, uncollected bills from self-pay patients and unknown secondary insurance from primary insurance holding patients are simply considered acceptable loss. But maxRTE software changes the playing field.”

Using maxRTE software, the company has improved conversion by an average of 348% for two acute care facilities—a 40-bed with an average of 500 self-pay patients per month and an 800-bed with an average of 3,000 self-pay patients per month. maxRTE has found more than \$576,000 per month in additional insurance payments. See WITHOUT and WITH maxRTE annual comparisons for the 800-bed and 40-bed facilities below.

2016 800 Bed WITHOUT maxRTE	# Found	\$ Total Charges Found
Outpatient Insurance Found	533	\$3,025,825.82
Inpatient Insurance Found	316	\$8,805,271.55
	849	\$11,831,097.38

2017 800 Bed WITH maxRTE	# Found	\$ Total Charges Found
Outpatient Insurance Found	1149	\$4,869,526.34
Inpatient Insurance Found	657	\$13,530,618.44
	1806	\$18,400,144.78

It is equally important to note the exceptional savings that the flat monthly fee arrangement offered this facility at \$30,000, compared to a contingency fee cost of \$2,760,021 or a per-transaction fee cost of \$112,313.

2016 40 Bed WITHOUT maxRTE	# Found	\$ Total Charges Found
Outpatient Insurance Found	67	\$89,967.91
Inpatient Insurance Found	4	\$53,298.58
	71	\$143,266.49

2017 40 Bed WITH maxRTE	# Found	\$ Total Charges Found
Outpatient Insurance Found	116	\$261,294.66
Inpatient Insurance Found	20	\$228,854.92
	136	\$490,149.58

It is equally important to note the exceptional savings that the flat monthly fee cost arrangement offered this facility at \$3,000, compared to a contingency fee cost of \$73,522 or a per-transaction fee cost of \$12,899.

Learn how Eligibility Insurance Discovery software provides the [quickest, most affordable way to find existing coverage](#) that may have been missed. One click and done.

Find out how [hospitals and clinics](#) capture more revenue and save collection costs.