



# insurance follow-up

## h e a l t h c a r e

Insurance Follow-Up is a service that utilizes our established relationships with payers to promote efficient recovery. West Asset Management works to overcome and resolve payer obstacles, provide billing support, accelerate insurance payments and use our experience in working with multiple patient accounting systems to ease the administrative burden for the hospital staff of our clients.

### Experience

We realize the importance of selecting a vendor with experience and competency. We've used the experience we gained from working with hospitals and physicians nationwide for nearly four decades and applied it to our Early Out Self-Pay, Insurance Follow-Up and Bad Debt services.

This service was designed first and foremost to help relieve the administrative burden placed upon hospital staff. By partnering with our specialized insurance staff for follow up on insurance accounts, your staff is free to focus on answering patient calls and questions regarding their bill, process incoming payments, collect patient self-pay payments and pre-register patients for service or treatment.

### How it works.

Upon the hospital's initial billing of the payer, West Asset Management's insurance specialists follow up with each insurance account to ensure full payment is received. After the insurance payment has been confirmed, any remaining balance is verified as patient self-pay and then transferred to a self-pay recovery status. The account is then either returned to the hospital or forwarded for recovery of the self-pay balance.

### Additional Services.

In addition to servicing accounts in an extended business office setting, West Asset Management also specializes in recovering delinquent self-pay balances and offers customized Primary and Secondary Bad Debt Recovery. These treatment plans increase hospital cash flow by recovering funds that may have been incorrectly deemed "uncollectible."

performance focused