

MedCore™ Can Help Your Payers Live Up To Their Name.



Insurance Recovery Services

Secondary Insurance Processing Is A Primary Concern.

Healthcare providers leave a considerable amount of revenue on the table simply because secondary bills are deemed too time consuming and difficult to process. It's no wonder that secondary insurance processing has become one of the most in-demand services we provide.

Why continue to write-off money you're due, when MedCore™ can cost effectively handle your secondary billing for you? We'll even handle all of the registrations necessary to receive electronic remittances. Utilizing SSI's Secondary Billing system, our team can monitor your claim throughput remotely. We retrieve each claim that does not match up with a remit, correct it and re-submit. You can even choose how MedCore is compensated for this service. Fees may be based on the number of claims processed or the dollar amount you receive from the secondary claims we submit.



An SSI Company

Insurance Recovery Services Remain Our Claim To Fame.

Operating as an extension of your business office, MedCore's capable, confident recovery specialists are proven performers when it comes to accelerating the reimbursement of delinquent insurance claims. Accomplished users of SSI's proprietary ClickON® technology products as well as Ontario Systems' unsurpassed debt collection software (FACS), our recovery team employs a systematic approach that is courteous, yet assertive and relentless. We even author appeal letters and diligently perform follow-up efforts for denied claims. Our efforts persist until you are appropriately reimbursed or a valid claim rejection is received.

MedCore Advantages:

- 20+ years of insurance recovery experience
- Healthcare insurance processing is the foundation of our parent company, SSI
- Our employees are thoroughly trained on HIPAA compliance and vigorously protect the confidentiality of your data
- As an SSI customer, MedCore recovery specialists can access your patient accounting system via a secure connection with audit trail to obtain patient information without your assistance
- Claim validation edits we provide drastically improve first time acceptance

Insurance Recovery Workflow

Right On Que - The automated distribution of delinquent accounts to our team maximizes the performance of each recovery specialist by ensuring they have a balanced, manageable portfolio to work. Based on criteria you determine, our system prioritizes the accounts, as well as prompting each specialist when follow-up milestones occur.

Thorough Investigation - Once engaged, MedCore recovery specialists contact the appropriate insurance company to discuss claim status and determine the reason for the delinquency. Common issues include medical records, medical necessity, care authorization and re-billings required based on claims not being found in the payer's system. Disputed claims are forwarded to the proper payer's appeal department for further resolution. Payers with Internet access for claim statusing are checked based on computer supported follow-up queuing. Notes are placed in each patient's file in the Ontario FACS system and are available for uploading to your patient accounting system.

Appropriate Action - Our recovery specialists are capable of efficiently processing both institutional and professional forms on your behalf. We can quickly re-file claims to the appropriate payers with the necessary attachments, including EOBs, medical records and itemized statement information. Once a patient's account is settled, all associated paperwork is archived in secure storage at SSI headquarters.

Call 1.866.715.6001 to speak with a MedCore marketing representative about how we can address your facility's insurance recovery needs. And be sure to ask about our Preferred Client Discount Program that enables you to earn a predictable, monthly invoice credit that goes straight to your bottom line.



www.medcoreinc.com