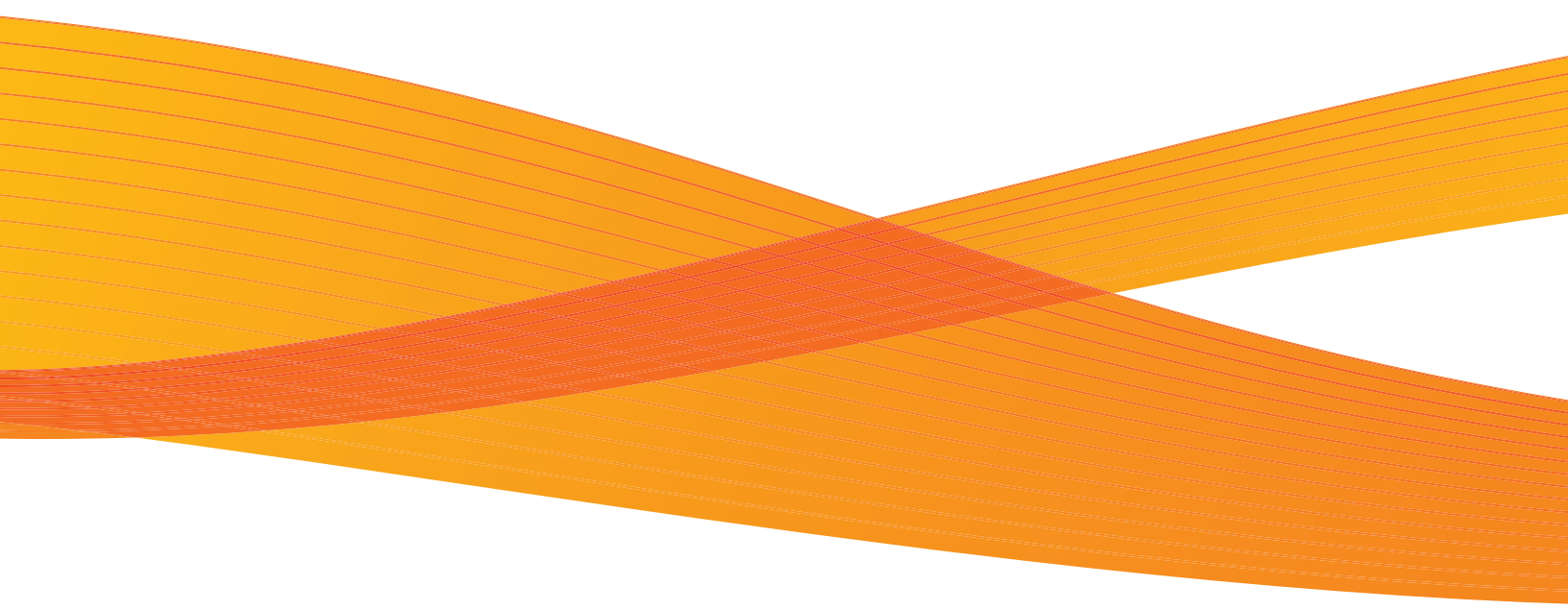


With a streamlined process the client significantly increased their annual total recoveries.

Gross recoveries have almost tripled to over \$14 million in ten years, without any significant increase in total membership.



Xerox recovery specialists were able to adapt recovery policy and procedure in order to maintain a high rate of recovery.

The Challenge

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

- The ability to adapt to changes in the regulative environment and case laws within the State.
- The ability to increase the clients recovered dollars.

Additionally, the client was performing the services in-house and sought a partner which would allow them to reallocate staff in order to focus on core competencies.

The Solution

In 2000, Xerox partnered with the client and began investigation and recovery on a majority of their business lines from its Schaumburg, Illinois facility. Several lines of business were excluded for various reasons including business handled by other vendors, groups without funding, etc. Xerox recovery specialists devoted to monitoring and understanding changes within regulatory and case law for the State were able to

adapt recovery policy and procedure in order to maintain a high rate of recovery. Xerox employed a workflow which streamlined the entire process from research to recovery. The workflow provides for an in-depth, expeditious review of each opportunity ensuring all available dollars are identified and recovered.

The Results

- Gross recoveries have almost tripled to over \$14 million in ten years, without any significant increase in total membership.
- Xerox has maintained an average double digit increase in collected monies each year despite the ever shrinking pool of recoverable dollars.
 - Increases in medical expenses with stagnant coverage limits relating to auto insurance cause more dollars to be paid with the same recoverable dollars available.
- The client has been able to reallocate 80% of their entire departmental staff to better serve its customer base.

You can learn more about us at www.xerox.com/businessservices.



Sector: Healthcare Payer

Solution: New streamlined process

Client: Not-for-profit managed care

Challenge: Adapt to State regulative changes and increase total recoveries

Results: Gross recoveries have almost tripled to over \$14 million in ten years

The Bottom Line

The client is a not-for-profit managed care company, with 2,500 employees, that provides health insurance products and related services to nearly four million members. The company's health plans include HMO, PPO, POS, traditional indemnity, and supplemental Medicare.

The client also provides dental, and third-party administration (TPA) services. The company, which has 31,000 group customers, operates from 12 locations.

