



CollectionPro Successfully Recovers Long-Outstanding Federal IDR Award for Plastic Surgery Provider

We support healthcare providers throughout the OON reimbursement lifecycle, including eligibility review, open negotiations, federal IDR submissions, etc.

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[CollectionPro](#), a specialized provider of out-of-network reimbursement and Independent Dispute Resolution (IDR) support, today announced the successful recovery of a long-

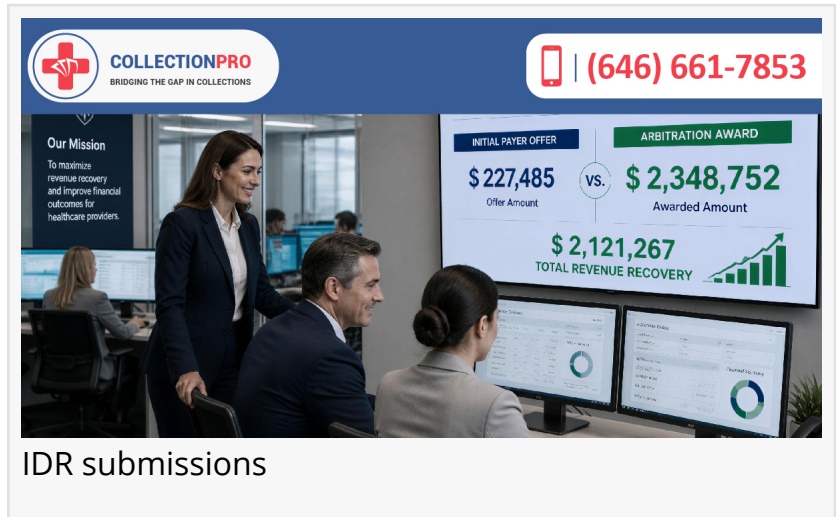
outstanding federal IDR award on behalf of a U.S.-based plastic surgery provider. The payment was recovered after previous collection efforts by another recovery partner had not resulted in payment, demonstrating that an IDR determination alone does not always guarantee reimbursement.

The case involved an out-of-network plastic surgery claim that proceeded through the federal Independent Dispute Resolution process under the No Surprises Act. Although the provider received a favorable IDR determination, the required payment was not issued within the federally mandated timeframe, leaving a significant reimbursement outstanding.

CollectionPro was subsequently engaged to review the unpaid award, reconcile the claim history, and pursue recovery of the remaining balance.

Following a detailed review of the claim records, remittance history, and IDR determination, CollectionPro identified that the original claim had been processed using a Qualifying Payment Amount (QPA) of \$625.84 for CPT® code 15004. However, the certified federal IDR entity had determined that the appropriate allowable reimbursement for the service was \$6,200.00, leaving an additional \$5,574.16 unpaid.

Working through structured post-award follow-up, CollectionPro coordinated directly with the payer, reconciled the claim with the federal IDR determination, and pursued the outstanding



payment until the claim was successfully reprocessed. In fact, the payer subsequently issued the additional \$5,574.16, satisfying the full IDR-awarded amount. The payer also acknowledged that the payment delay resulted from an internal administrative error.

An IDR Victory Does Not Always Mean the Payment Has Been Collected

While the federal IDR process establishes the reimbursement amount for eligible out-of-network claims, providers frequently discover that the administrative work does not end with a favorable determination. Delayed claim adjustments, incomplete payment processing, missing remittance updates, and administrative backlogs can prevent providers from receiving the reimbursement they have already been awarded.

Without consistent post-award monitoring, outstanding balances may remain unresolved long after an IDR decision has been issued.

"Many providers believe the reimbursement process ends once they receive a favorable IDR determination," said David Nissanoff the spokesperson for CollectionPro. "In reality, the award still needs to be translated into an actual payment. That often requires careful claim reconciliation, persistent payer follow-up, and verification that every adjustment has been processed correctly."

Recovering Older IDR Awards Requires Specialized Expertise

Recovering older unpaid IDR awards is rarely a straightforward process. Claims often pass through multiple payment cycles, involve several remittance adjustments, or have already been handled by other billing or recovery vendors before reaching CollectionPro.

Each recovery requires careful analysis of the original claim, the payer's Qualifying Payment Amount, the certified IDR determination, previous payment activity, remittance advice, and any outstanding balance. Even a minor discrepancy between these records can delay payment indefinitely if left unresolved.

Rather than treating the matter as a standard collections case, CollectionPro approached it as a complete reimbursement reconciliation project. By aligning the payer's processing history with the federal IDR determination and maintaining continuous follow-up, the team was able to secure payment on an award that had remained unresolved for months.

Why Post-Award Recovery Matters

For out-of-network providers, every unpaid IDR award represents revenue that has already been determined to be payable through the federal dispute resolution process. However, obtaining a favorable determination and receiving the corresponding payment are two separate stages of the reimbursement journey.

A structured post-award recovery process helps providers confirm that:

- >The correct claim has been adjusted.
- >The IDR-awarded amount has been applied accurately.
- >Previous payments have been reconciled correctly.
- >Any remaining balance has been issued.
- >The remittance advice reflects the final adjustment.
- >No outstanding reimbursement remains after payment.
- >Without this level of oversight, providers may unknowingly leave awarded revenue uncollected.

>Helping Providers Maximize Every IDR Outcome

CollectionPro supports healthcare providers throughout the out-of-network reimbursement lifecycle; including eligibility review, open negotiations, federal [IDR submissions](#), payment reconciliation, appeals, and post-award recovery. The company's structured approach helps providers moves beyond simply obtaining favorable determinations by ensuring those determinations are translated into actual reimbursement.

The successful recovery of this long outstanding federal IDR award demonstrates that delayed payments are not necessarily lost payments. With the right expertise, documentation, and persistent follow-up, providers can often recover reimbursement that had previously remained unresolved.

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