



### Recovery Advantage leverages a manual collection process with unique provider outreach.

Performant's specialty recovery solution is backed by nearly 50 years of experience providing best-in-class recovery services to both healthcare and non-healthcare markets.

We understand the most common barriers to recovery, and highly trained professionals work with providers to identify the best resolution for the provider and health plan.

### Resolve outstanding overpayments without risking your reputation or damaging provider relationships.

Could your aged provider recovery efforts benefit from a customized, high-touch process that leverages a unique provider outreach approach?

Though most health plans have established relatively robust payment integrity processes to recover overpayments, many still become a liability. Understanding why previous collection efforts were ineffective helps guide subsequent recovery actions and resolve the liability as efficiently as possible. A successful aged provider recovery effort begins by identifying the overpayment opportunity and barriers to provider cooperation to address avoidance behaviors directly.

Deploying a specialized team of recovery professionals backed by a proprietary collection platform customized for aged provider recovery, Performant Healthcare Solutions offers **Recovery Advantage™**—a specialized approach to aged provider recovery designed to maximize recoveries while limiting provider abrasion. Our dynamic recovery approach includes three targeted provider components—outreach, escalation, and dispute resolution.

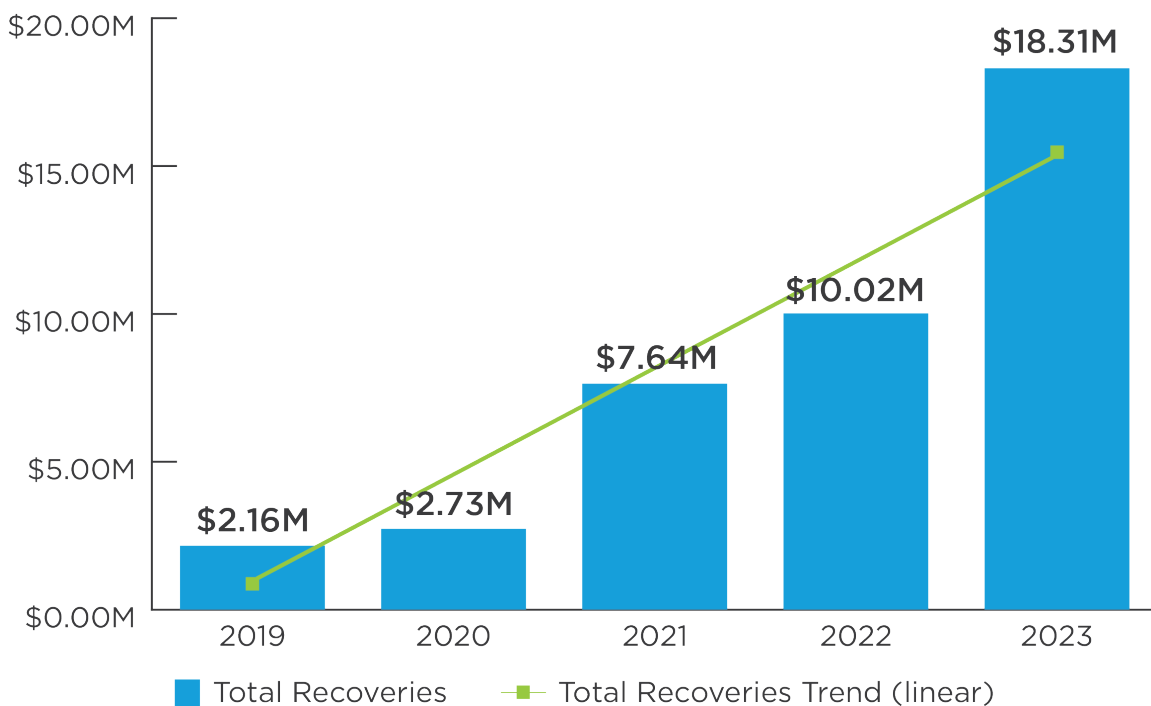


Performant's unique provider outreach approach includes a dedicated recovery agent assigned to each provider, which allows the agent to develop rapport with the provider

and enhance communication efficiency. Our team of recovery professionals make targeted outbound calls and emails to providers with a 30-day service level agreement based on recovery industry best practices. To boost the success of our aged provider recovery efforts, Performant’s provider escalation approach allows direct communication with provider executives (e.g., CFO and executive offices) after 60 days—a service not offered by most recovery agencies—utilizing letter campaigns to notify provider leadership of the outstanding obligation.

In addition to outreach and escalation approaches designed to reduce provider abrasion, Performant’s aged provider recovery approach includes detailed procedures for provider dispute resolution, including alternative resolution of outstanding obligations. Our Compliance team ensures ongoing quality assurance and provider satisfaction by reviewing and responding to written provider disputes within 30 days. With confidence that recoveries can be increased without damaging provider relationships, Performant offers alternative paths for resolution for providers to overcome barriers such as non-responsiveness, merits arguments, and financial arguments. Providers in financial hardship are given the option of payment arrangements for up to six months, and, at the health plan’s discretion, settlements can be offered to resolve otherwise written-off obligations.

### Performant’s Recovery Success



Give your payment integrity program a boost with a multifaceted solution for provider recovery that offers an **average 20% cash conversion rate** for referred obligations.



Email us at [marketing@performantcorp.com](mailto:marketing@performantcorp.com) to schedule a discovery session with one of our Recovery Advantage advisors today.