



PRP

PROVIDER RECOVERY PARTNERS

providerrecovery.com

A GUIDE FOR INDEPENDENT PRACTICES

# Keep your practice yours.

PRP manages eligible out-of-network payment disputes alongside your practice's billing team.

## What is IDR?

The **No Surprises Act (NSA)** protects patients from certain surprise out-of-network bills. It also established federal **independent dispute resolution (IDR)** to settle eligible payment disputes between providers and health plans. After unsuccessful open negotiation, a certified, independent entity reviews the evidence and selects one party's payment offer. Its determination is binding.

**Who should reach out?** Practices treating patients in hospitals or ambulatory surgery centers, including surgical, anesthesia, emergency medicine, radiology and pathology groups. Federal non-emergency claims generally require an in-network facility; eligibility depends on the claim.

## How PRP manages your claim

### 01 Review the claim

PRP checks the plan, service, payment and dates to identify eligibility and the applicable federal or state process.

### 02 Negotiate with the health plan

For federal claims, PRP manages notices and the required 30-business-day open-negotiation period.

### 03 File and support the dispute

If unresolved, PRP files for IDR and submits your payment offer and supporting evidence.

### 04 Follow through on payment

PRP follows up on payment. Your dashboard shows status, deadlines, outcomes and amounts received.

## What you provide

### STANDARD CLAIM RECORDS

- 1 Patient insurance card
- 2 Provider EOB or remittance advice
- 3 CMS-1500 claim form
- 4 Operative notes

At setup: practice and provider details, including a provider CV.

Upload records through PRP's secure application after onboarding. PRP will identify any additional documents needed.

### COVERAGE & ELIGIBILITY

Federal IDR nationwide; New York, New Jersey, Florida, Texas and Minnesota. Claim-value and volume minimums apply.

### FEE BASIS

PRP's fee is a contingent percentage of incremental recovery: the additional amount paid above the original payment.

## Let's discuss your specialty and claim fit.

[providerrecovery.com/schedule/provider/](https://providerrecovery.com/schedule/provider/)

Complimentary consultation. No patient information needed to schedule.