

# Recovery Services

## Flexible Subrogation and Overpayment Recovery

Up to 3% of U.S. medical claims are paid incorrectly by healthcare payers. This costs the healthcare industry billions of dollars each year. We have the expertise, resources, and tools to maximize your identification and recovery. Through our focus and expertise, we deliver increased savings and bottom line results to you.

### Subrogation

Xerox blends tools, technology and experience to uncover every possible recovery opportunity. Our sophisticated investigation process identifies all potential sources of recovery including motor vehicle accident, product liability, premises liability, and medical malpractice. Once identified our experienced recovery specialists, working closely with our legal staff, assert the rights of our clients to achieve the best possible settlement. We eliminate cost shifts to healthcare payers when a workers' compensation carrier is liable.

### Overpayment Services

Recovery Services goes to great lengths to identify overpayments, reduce payment leakage, and improve member satisfaction for our clients. We provide supplemental coordination of benefits (COB) and recovery. We supplement your internal COB efforts to identify and recover benefits paid where Medicare or another payer should have paid primary. Xerox shares the updated information with our client to prevent future improper payments.

### Recovery Services Offerings

Xerox offers a full range of flexible subrogation and overpayment recovery services:

- End-to-end subrogation and overpayment recovery services
- Investigations with integrity
- Expert recovery specialists
- Proprietary tools and workflow technology
- Reliable on-site staff attorneys and a nationwide network of outside counselors
- Dedicated, responsive account managers
- Flexible comprehensive reporting



### Our Clients

- Blue Cross/Blue Shield Plans
- HMOs
- TPAs
- Traditional Insurance Carriers
- Governments
- Taft-Hartley Benefit Funds
- Self-Insured Corporations