



Client Success Stories

Challenge: 150-life client. The head of a company was diagnosed with an unusual and deadly type of cancer. The diagnosis and initial treatment were provided by in-network doctors. These doctors advised the patient to seek treatment immediately at U.W. Madison. The in-network physician called and made an appointment for the next day. He warned the patient that his life was in danger if he did not start treatment immediately.

The patient has a Point-of-Service Plan which requires referrals to out-of-network care. The carrier denied the referral and stated that it had in-network physicians who could handle the treatment. The carrier did not name those physicians, however, as it would alienate one doctor to be referred over another.

The patient, concerned for his life, continued his treatment at U.W. Madison.

Objective:

- 1) Obtain in-network benefits for the patient.
- 2) Determine which doctors were able to handle the problem on an in-network basis and check their qualifications.

Strategies

- 1) MBP, Inc. went up the "food chain" to the highest levels of this company in order to obtain a higher level of payment for this client
- 2) MBP, Inc. felt it was irresponsible to deny a referral and not offer a qualified physician alternative in order to avoid "hurting another physician's feelings".

Result: To date, MBP, Inc. has obtained \$25,000 in additional claims payment for this client from the carrier. In addition, MBP, Inc. is aggressively negotiating with the hospital to reduce its rates.