

# Understanding Insurance Discovery



## Is it Possible to Find Unidentified Coverage?

Hospitals lost over \$38 billion between 2016 and 2017, with a total of more than \$620 billion since 2000 – all due to uncompensated care.

Most often, this loss is due to undisclosed coverage or uninsured care, but as much as 10% may be collectible. When patients have billable coverage they weren't aware of or didn't disclose, the insurance discovery process can give these self-pay accounts viability with revenue that can be collected.

## What is Insurance Discovery?

Using the **Infinx Insurance Discovery Solution**, unidentified or missing coverage is discovered through insurance clearinghouses using a tech-enabled, AI-driven automation process that may boost collections and capture revenue that otherwise would have landed in collections.



## How Does it Work?

Through machine learning insights, deep data mining, and probabilistic analytics, uninsured accounts are processed identifying any undisclosed coverage. At the same time, the patient's demographic information, insurance profile, and benefits are verified to ensure applicability.

## What's to be Gained?

- Recover revenue directly from insurance payers for discovered coverage
- Save time and money on collection efforts
- Improve patient relations by presenting as a patient-supportive service
- Reduce bad debt by discovering secondary coverages
- Correct invalid patient demographic information
- Reduce unnecessary charity care so that charitable giving can be proactively chosen
- Improve cash flow and aging metrics

### Risk-Free Guarantee

There are no bills from us unless we discover insurance coverage that leads to revenue capture.

Contact Infinx to learn more about increasing your cash flow by identifying undisclosed insurance coverages.

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