

Expected Reimbursement

Retroactive Rate Load Recovery

Background

Health systems routinely negotiate contract amendments and rate updates that are effective retroactively. While these contract rates are eventually loaded into Epic, the timing of the load relative to the effective date creates downstream revenue risk when impacted accounts are not carefully re-valued and pursued. This is especially true for accounts that have already resolved to a zero-balance prior to the contract update.

Problem

A \$22B net patient revenue multi-state system engaged RemedyIQ to support Epic Expected Reimbursement Contracts rate loading and quality assurance. Through rate renewal periods, RemedyIQ noticed that many contracts were loaded into Epic after their effective dates, triggering an Expected Reimbursement re-evaluation (the process to “refresh” calculations).

While the organization’s standard re-evaluation workflow included both open and closed accounts, balances were not reinstated on accounts that had already resolved to a zero-balance. As a result:

- **Underpaid accounts** were not actively identified or pursued
- **Revenue associated with retroactive rate changes** remained unrealized
- **Recovery efforts were increasingly reliant** on external vendors, which drove up vendor spend and lengthened time to collection

This exposed a critical gap between contract loading, Expected Reimbursement reprocessing, and account resolution workflows – leaving recoverable revenue unaddressed and hidden in zero-balance volumes.



Revenue
UpliftDecrease
RiskReduce
Vendor Spend\$3.9M
recovered

across 8,600 accounts from two major payors, representing just a subset of the overall annual opportunity and demonstrating the broader value of proactively identifying and recovering underpayments tied to retroactive rate loads

Solution

RemedyIQ systematically identified the process gap affecting zero-balance accounts following retroactive contract rate loads and partnered with client stakeholders to design and implement a sustainable solution including:

- **Tracking, managing, and validating** retroactive contract rate loads to ensure accuracy and visibility
- **Developing workflows and reporting** to ensure impacted accounts were worked accordingly
- **Partnering with Revenue Cycle and Epic** to operationalize follow-up without disrupting existing workflows

By ensuring retroactively impacted zero-balance accounts were included in recovery efforts, RemedyIQ enabled the client to pursue dollars aligned with their newly negotiated contracts internally – and close the gaps.

Results

Revenue Uplift

Captured reimbursement aligned with newly negotiated contracts that would have otherwise gone unnoticed in closed volumes

Reduce Vendor Spend

Decreased reliance on zero-balance recovery vendors and associated contingency fees by capturing the dollars internally

Decrease Risk

Ensured Expected Reimbursement and account resolution workflows reflected true contractual entitlement, enabling internal teams to proactively pursue recoverable revenue

Remedies

- **Expected Reimbursement Optimization** – RemedyIQ has a team of technical managed care experts that can identify errors in Expected Reimbursement build for negotiated commercial contracts and government programs to identify areas for refinement to ensure accurate Expected Reimbursement calculations for Finance, Revenue Cycle, and Contracting. RemedyIQ has the capability to provide technical direction to Epic-IT and Contracting teams or can perform Epic build independently with their certifications, which include Resolute Hospital Billing Administration, Resolute Physician Billing Administration, Resolute Hospital Billing Expected Reimbursement Contracts Administration and Resolute Physician Billing Reimbursement Contracts.
- **Expected Reimbursement Maintenance** – RemedyIQ supports health systems with ongoing maintenance services to monitor contracts for performance, identify/resolve build logic issues, provide quality assurance for new contracts, track and implement fee schedule changes, and manage government factor updates.
- **Interim Epic Resources** – RemedyIQ supports Epic-IT teams with certified Epic resources.

For inquiries, please reach out to info@remedyiq.com to speak with our experts.