

SUBROGATION AND RECOVERY SERVICES

Frequently Asked Questions

Learn • Plan • **Save** • Protect

What kind of value can we expect from The Phia Group's subrogation and recovery services?

The average case activation rate across the industry at large is one active case per 600 employee lives - but we at The Phia Group boast one active case per only 150 employee lives. In addition, our recoveries for established clients total an average of \$30 recovered per employee per year, while the industry averages recoveries of \$7 per employee per year.

What sort of reporting is included, and is there a cost associated with using it?

At no cost to the TPA or health plan, The Phia Group provides a comprehensive online reporting portal which is available online 24/7. Through this portal, clients can obtain monthly status reports, recovery reports, historical overview reports, and much more. These reports provide information with regard to active cases, closed cases, recovery numbers, and even day-to-day activity on individual cases, updated in real-time.

Can I access The Phia Group's subrogation and recovery services on a case-by-case basis?

Yes. Although engaging The Phia Group's full data-scrubbing subrogation and recovery service suite provides the greatest value to plans and their administrators, our services are available on a case-by-case basis when necessary.

How would switching to The Phia Group impact our member population?

The Phia Group aims to make the transition as seamless as possible. Customization of our processes as they relate to each particular client is encouraged, and we tailor our processes and correspondence to each client's needs – even on a group-by-group or individual member basis if need be.

What happens if we identify a case that requires immediate attention?

After the *Montanile* decision, recovery cases cannot afford to be delayed. If you have one that requires immediate attention, please forward the case details to The Phia Group immediately, and our team of experienced case handlers and attorneys will begin to handle it without delay.



EMPOWERING PLANS

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