

Client Overview

Industry

Healthcare

Profile

A national nursing and rehabilitation organization with 300 locations in 22 states.

Situation

Six full-time members dedicated to locating estates and filing claims. Reactive estate recovery approach resulted in a high number of missed estates and the inability to file claims in a timely manner.

Solution

Implementing Probate Finder OnDemand creates an automated recovery process that quickly identifies deceased accounts, finds estates, and files more claims.

Benefits

- Increases estate match and claim filing
- Improved recoveries and revenue
- Increases information transparency
- Refocuses resources and priorities
- Enhance customer relationships

For more information

Call: 1.888.423.0522

Or visit us
www.probatefinder.com

National Nursing and Rehabilitation Organization Finds \$7.5 Million with Probate Finder OnDemand™

“Probate Finder OnDemand makes the whole process of filing claims so much easier. Without it, I wouldn’t know where to start.”

Situation

With over 300 locations in 22 states, a reputable nursing and rehabilitation organization needed to effectively manage its growing portfolio of bad debt and deceased accounts. The existing deceased recovery strategy was reactive, inefficient, and unscalable. Only a significant increase in operating expenses could improve the existing strategy.

Solution

After evaluating traditional agency offerings, the company chose Probate Finder OnDemand based on its rich features, nationwide access to over 3 million estate records, and the expertise of the Probate Finder OnDemand team.

Probate Finder OnDemand was implemented within 7 days, which included self-paced training for team members, business process alignment, and legacy system integration.

Results

With Probate Finder OnDemand, the company gained an effective and affordable solution to manage deceased accounts and improve recovery opportunities. Immediate benefits included:

- \$7.5 million in estate accounts identified
- \$840,000 in recovery opportunities uncovered
- 2500% reported ROI or 25x investment
- 5 of 6 resources reallocated to core business functions