



Reimbursement Experts

GOTHAM FOOTCARE SURGERY CENTER: OVERCOMING DENIALS



Dr. Miguel Cunha, DPM

Dr. Miguel Cunha is the founding surgeon of Gotham Footcare with locations in both downtown and midtown Manhattan, NY. In a short time span he has developed one of the most vibrant practices and surgical centers in the region. Consistent delivery of excellent clinical outcomes, convenient locations, and an extremely talented staff are all hallmarks of this elite business. This, however, was not enough to withstand the constant barrage of denials Dr. Cunha's surgery center was receiving from insurance carriers. Like most surgeons, Dr. Cunha's days are filled with patient visits, numerous calls, surgeries, and too many administrative details to dive into solutions for surgery center denials.

TURNING DENIALS INTO ROBUST REVENUE

Insurance carriers were denying Gotham Footcare's surgery center claims for a variety of reasons and Dr. Cunha didn't have the billing resources or legal capabilities to establish a claims and appeals process that was necessary to change this dynamic. Dr. Cunha says of this critical time in the financial management of his center, *"I have expenses, I have mouths to feed. I like autonomy. I like to have full accountability, and I didn't want to give that up. It came time to explore what I hadn't explored...how to get paid on our facility."*

Dr. Cunha explains, *"Contego knows what patients have access and legal rights to and they have the resources to do facility billing too. Contego models consistency, accuracy, and follow through as well as training for my staff so the process is seamless and I get paid...and as a further benefit, my denials have been drastically reduced."*

MOVING FROM CLAIMS HASSLE TO BANKABLE REVENUE

Successfully carrying out the many duties of a surgeon in the current healthcare environment is difficult enough on its own. Add to that the complexities of managing through the vagaries of insurance carriers' reimbursement practices, and it's nearly overwhelming. Dr. Cunha explains how Contego removes the hassle from the burdensome claims and appeals process. *"I'm extremely happy with Contego's services because I don't have to think about it...everything from paperwork to taking care of me legally is all taken care of."*

Dr. Cunha describes the tangible benefits of shifting the hassle to Contego. *"I haven't had one complaint from a patient. So I have piece of mind regarding patient consent and confidence that I will be paid and if insurers don't pay me, I will have an appeal. Contego's client service is professional. Everyone is so attentive."*



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MORPHING INCOMPLETE RESULTS INTO OPTIMAL OUTCOMES

Contego optimizes financial outcomes for providers by advocating for patients so they receive the care they've been paying for. Contego's data-driven process secures the best financial outcomes for providers so they can continue to provide optimal care for their patients.

Dr. Cunha shares what this looks like for his surgery center. *"From what I hear from other surgeons, I'm getting better results. If Contego can't do it, nobody can. I'm maximizing my reimbursements. Contego knows the data to help me with negotiations. Contego advocates for physicians to get paid. Physicians can't always focus on that. At the end of the day, we have bills to pay. If we don't get compensated for our care, we're not taking care of ourselves and making sure we're sustainable. I need to be able to meet my expenses and Contego helps me to do that."*

Optimizing financial outcomes for surgeons and surgery centers is more than a business for Contego. Contego recognizes that independent surgeons and their facilities are critical in allowing choice and providing the highest quality care for patients in our healthcare system. This is why Contego supports surgery centers and surgeons in as many ways as possible. Dr. Cunha spells out other ways Contego provides optimal outcomes:

"I get regular reports and have anytime access to them. Contego provides me resources such as new laws, information about the status of what's happening in the insurance world, and a monthly market newsletter...they keep me on the front end of things so that I'm properly informed. One of the biggest things I appreciate is that I can trust them. In this game of lawyers and insurers, you never know who you can trust. That's not an issue with Contego...in Portuguese, Contego means 'with you' and that's how I really feel."

CONTEGO OPTIMIZES FINANCIAL OUTCOMES FOR PROVIDERS
BY ADVOCATING FOR PATIENTS SO THEY RECEIVE
THE CARE THEY'VE BEEN PAYING FOR.



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