

## Client Success Story

# Health Insurance Provider Recovers Over \$2.7M

### Company Facts

Location — USA

Industries — Health Insurance

### Industry Overview

The company provides cost containment solutions for self-insured employers. They work towards optimizing healthcare costs and improving outcomes through various strategies, including network access, claims management, provider negotiations, and data analytics.

### Challenge



This client's historical chargeback ratio was consistently at or exceeding their thresholds, especially during periods of open enrollment. Their primary concern was recovering lost revenue from disputes while remaining HIPAA compliant.

### Approach



We analyzed the chargeback data and discovered operational inefficiencies leading to customer dissatisfaction. We also found gaps in client data-capture initiatives, hindering transaction tracking. We worked to improve the strength and relevance of evidence submitted, reducing the occurrence of second chargebacks.

### Solution



We utilized Smart Chargeback Representment™ to dispute chargebacks and our proprietary FPR platform to aggregate the data. We collaborated with the provider's internal teams to institute customer outreach initiatives and implement datacapture policies, resulting in Custom Dispute Packages that better suited their needs.

# \$2.7M

Recovered

# 63%

Win Rate

# 100%

Chargeback Coverage

**"The money Gurus recovered for us could easily fund an additional department here."**

– Finance & Risk Management

## Request a Demo

[Chargebackgurus.com](http://Chargebackgurus.com)

Chargeback Gurus helps businesses protect and recover revenue by providing innovative chargeback management solutions, AI analytics, and insights powered by our proprietary FPRONE platform.