

Conditional Payment Reduced 99.6%

ISSUE

49-year-old male maintenance engineer for a heating/air conditioning company was cleaning freezer coil parts when the cleaning chemicals got in both of his eyes. He was diagnosed with a corneal burn and chronic conjunctivitis. A conditional payment letter was received in the amount of \$11,671.29.

SOLUTION

A Genex Lien Specialist reviewed the letter and determined that the charges listed were for the burns as well as for a hand and wrist injury, headache, joint pain and pain in the limb. Genex's Lien Specialist submitted a dispute via the Medicare Secondary Payer Web Portal identifying all claims that were unrelated to the industrial injury and requesting that they be removed.

OUTCOME

An updated conditional payment letter was received indicating that the conditional payments were reduced more than 99% to \$111.92, saving the customer \$11,559.37. This happened within a 15-day turnaround time from filing to resolution.



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