

Windsong Solutions, Inc.

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Windsong Solutions, Inc.

- Self Funded health plans are entitled to reimbursement when paid benefits are attributable to a third party.

Windsong Solutions, Inc.



**Are you recovering the funds due to your
Plan?**

Or are you throwing money away?

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Various circumstances can create a subrogation and/or reimbursement interest due to your Plan wherein another party is, at least , partially liable for the medical expenses incurred.

Medical bills due to an auto accident



(Photo courtesy of sxc.hu/oxdy8)

Windsong Solutions, Inc.

Medical bills due to a slip and fall accident



(photo courtesy of [sxc.hu](https://www.sxc.hu/)/TWINMOM)

A construction accident

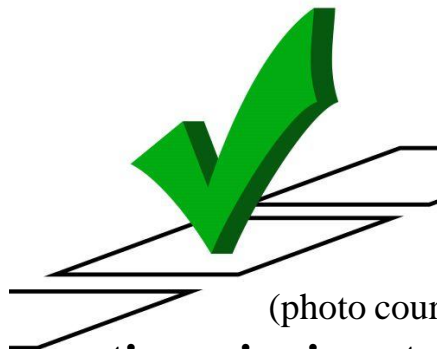
Assault and battery

Defective products, including machinery

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When you submit your claims information to Windsong Solutions, Inc. , we take the following steps:

- We analyze the ICD-9 codes for the diagnoses which are generally subject to recovery interest.**
- We review the ‘not-so-obvious’ claims for potential interest.**
- We mail a questionnaire directly to the injured party to gather pertinent information to enable us to determine the likelihood of recovery of funds for your plan.**



(photo courtesy of sxc.hu/ bredmaker)

- In cases where the questionnaire is not returned, we follow up by phone to gather the information necessary.**
- If we are unable to get in touch with the insured or injured party, we contact the Plan for assistance in reaching the covered member in order to complete the case file and proceed with appropriate subrogation and/or reimbursement activity.**

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A case in recovery requires:

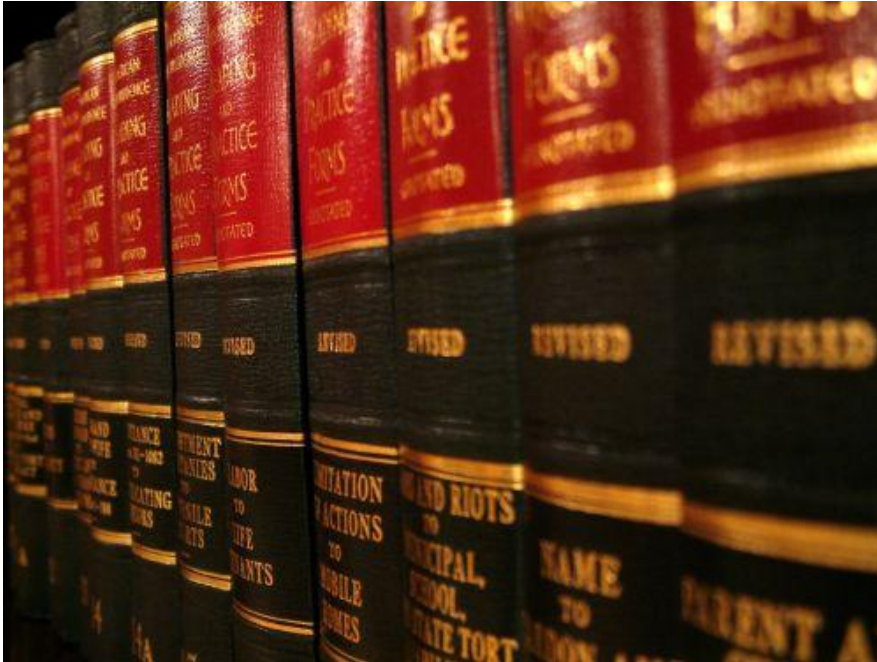
- **Frequent contact with attorneys, insurance adjusters and sometimes, your insured.**
- **An awareness of the Statute of Limitations and keeping the Plan involved with those cases that might need litigation in order to protect the Plan from allowing the Statute to “run.”**
- **Effective negotiation skills.**
- **A balance of knowledge and skillful application of the law in order to maintain a professional relationship with all parties while working to protect the interest of the Plan.**
- **Prompt and careful consideration of the details of the case to determine whether referral to outside counsel is necessary or advisable and the presentation of pertinent facts to the Plan.**



(photo courtesy of sxc.hu/ukapala)

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Once third party liability is established:



(photo courtesy of sxc.hu/ plex)

Steps we take to protect the interest of your Plan

- **All parties are placed “on notice” – including insurance adjusters and attorneys involved in the case to protect the subrogation and/or reimbursement interest of the Plan.**
- **Frequent contact with all parties to stay abreast of settlement status.**

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Additional steps we take:

- **Work to negotiate the reimbursement due to your Plan within applicable state/federal laws, the subrogation and/or reimbursement clause of the Plan and the parameters of the contract between the Plan and Windsong Solutions, Inc. and the available coverages.**
- **All reimbursement cases, regardless of the dollar amount of the claim receive the same due diligence.**
- **Updates to the Plan on any case requiring review based upon the terms of the contract between the Plan and Windsong Solutions, Inc.**

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Security of your data:

- **All employees and contractors of Windsong Solutions, Inc. have a signed acknowledgement on file regarding the requirements of HIPAA confidentiality.**
- **Our server which holds your data is protected by a hardware firewall and continually backed up by a raid array.**
- **All letters and written communication are received at a PO Box to protect the street address location of your files and information.**
- **Your data is uploaded to our secure server that is monitored solely by our database manager and is not transferred to any party outside of Windsong Solutions, Inc.**
- **Our client list and contact information are not released to any third party.**
- **All physical documents received relative to cases, whether closed or active, are scanned into our database. Once we confirm the attachment to the appropriate file, these documents are placed into a locked security console for destruction by a Certified NAID data destruction company.**



(photo courtesy of sxc.hu/capros)

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**Contact us today for a telephone
consultation.**

**If you are local to the Twin Cities, MN area,
we will be happy to visit with you in person
to discuss a contract for service of your
subrogation and/or reimbursement
recoveries.**

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