

**CASE STUDY**

Healthcare Billing Litigation- How Aeren LPO Navigated a Complex Healthcare Billing Investigation Under ERISA of 1.3 Million Documents

Background

We performed review on an Investigation and Civil Litigation relating to Healthcare Billing. We had 1,300,000~ documents in this review. In this litigation, there were patients, medical service providers, Insurance companies and medical billing company. We represent the client who performed the medical billing. The background of the litigation was that the medical billing company was billing the Insurance companies on behalf of the patients as their Authorized Representatives for the OON (out of network) medical procedures performed by medical service providers on the patients. The litigation mainly pertains to that the insurers were not reimbursing the patients as per the ERISA guidelines.

Our Representation

Our dispute in this matter was that we were filing the appropriate billing and claims on behalf of the patients. Also, we were not involved in steering patients for choosing the OON facilities for medical services. As it was patient's sole discretion to opt for either OON or in-network facilities.

Process followed by Aeren LPO

- After receiving protocol of this litigation, login credentials on the basis of the list of resources that we had shared, search link of the document review platform, details of the custodians, attorney list, date range etc.; we started working on the project.
- We shared our daily reports and queries with client on very first day of the project.
- We performed our work for determining
 1. Responsiveness
 2. Privilege
 3. PII/PHI
 4. Privilege Redactions & log

We performed this review with a team of 17 reviewers for different custodians. As the deadline of this project was long and we had rolling productions we did our review on ~700k documents in 3.5 months and eventually this litigation was put on hold as court ordered that our client should not be party to this litigation.