



California Urgent Care Practice sees 25% rate increases from top payors, with support from PayrHealth’s contracting team.

Provider Type
Multi-Specialty Group

Specialty
Urgent Care

Headquarters
Los Angeles County, CA

Urgent Care Case Study

Our highlighted client is a specialized urgent care practice that provides a broader scope of urgent care services than most traditional urgent care centers. This client operates an on-site, CLIA-certified laboratory, full service IV and oral pharmacy, minor surgical procedures and procedural sedation, and medical imaging services. This client provides emergency room-level care at a fraction of the cost to its patients. Additionally, this client offers extended hours on weekday nights to provide better flexibility for patients with specific scheduling needs.

25% rate increases from top payors after initial offers.

Client Need & Pain Points

This client engaged PayrHealth with a goal of obtaining contracts with top payors in the Los Angeles County area with higher- than-average rates. Due to their vast service offerings, this client found it necessary to obtain support navigating complex payor contracts at a higher-than-average rate. Although this client had received several contracts offers from payors before coming on board, the rates were not reflective of the services being offered. This client took to action and sought out a team to obtain higher rates beyond the initial reimbursement offers.

PayrHealth’s Solution

PayrHealth negotiated contracts with major payors that not only reflected better rates but were more aligned with this client’s wide array of medical services. PayrHealth worked with four major payors (UHC, Blue Shield CA, Cigna, and Oscar) to both obtain initial contracts and negotiate an above-average rate. Overall, PayrHealth was able to help expand care and access to nearly two million patients lives in Los Angeles County for this client.

Key Services Used

- Contracting and Consulting
- Analytics
- Credentialing

4 Contracts executed –
United Healthcare,
Blue Shield CA, Cigna,
and Oscar Health.

Client Outcomes

With the help of PayrHealth, this client accomplished its goal of obtaining new contracts with above average urgent care rates. This helped to expand care to more lives in the greater Los Angeles County and outlying areas.