



How A Prominent Personal Injury Firm Took Their Profitability To The Next Level By Optimizing Their Lien Resolution Cycles

About The Law Firm

Renowned as one of California's premier law firms, this distinguished personal injury practice offers comprehensive legal support and representation, with a focus on high-value settlements and recoveries. Founded in the 1970s, the firm, alongside its adept litigators and seasoned attorneys, has successfully secured billions of dollars in personal injury claims.

The Problem

The problem emerged when the personal injury firm recognized that the accumulation of liens they were handling had significantly slowed case resolution times, extending the firm's overall resolution cycles. Instead of focusing on billable hours, their attorneys spend an average of 8 hours per week on straightforward lien resolutions, with even more time dedicated to complex ones. This substantial time investment in lien resolution has resulted in overwhelmed staff, reduced profitability, and lower client satisfaction.

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Our staff is spending more than 8 hours per week resolving liens, and it's costing us our non-revenue earning hours and the satisfaction of our clients”.

**Managing Partner,
California-Based Personal Injury Firm**



The Solution

Recognizing the need for optimization, the personal injury law firm sought a strategic approach to streamline their lien operations, enhance lien resolution cycles, boost profitability, and maintain client satisfaction. Collaborating with Satellite Teams, they identified their human resource requirements and began by hiring a team of virtual legal assistants, starting with a remote lien negotiator. The scope of work includes:

- Researching and identifying potential liens from medical providers, insurers, government agencies, or other entities involved in the client's case.
- Contacting lien holders to gather details about the amount owed, the validity of the lien, and possibilities for negotiation or reduction.
- Engaging with lien holders to negotiate reductions based on factors such as the client's financial situation, injuries, liability considerations, or other relevant circumstances.
- Ensuring all lien negotiations are thoroughly documented, including any agreements on reductions or payment plans.
- Finalizing lien resolutions by securing agreements for payment or reductions and coordinating payments from settlement or judgment proceeds.
- Continuously monitoring lien status throughout the case to address any changes or new developments promptly.
- Providing guidance to attorneys and clients with advice on lien-related matters, including their potential impact on case outcomes and settlement amounts.

The Results

Their new remote lien negotiator exceeded expectations, effectively tackling the challenges the firm faced. Within a few months, the personal injury law firm observed:

15%

Increase in speed of lien resolution cycles

The remote lien negotiator was instrumental in streamlining the firm's lien resolution cycles, significantly reducing delays and administrative burdens. By adopting a proactive approach, maintaining clear and concise communication, leveraging technology, and employing effective negotiation strategies, the lien negotiator developed a workflow that expedited settlements more efficiently.

20%

Improvement in profitability

With the remote lien negotiator on board, the law firm saw a significant improvement in its bottom line. By handling the majority of lien resolution tasks remotely, the negotiator freed up attorneys to focus more on billable hours, thereby maximizing revenue generation. This strategic shift not only boosted profitability but also optimized resource allocation within the firm, leading to overall financial growth and stability.

49%

Increase in client satisfaction rate

The remote lien negotiator's dedication to effective communication and ethical standards not only accelerated the resolution process but also fostered trust with clients. Transparent and clear communication about lien negotiations and settlements reassured clients, reinforcing the firm's reputation as a dependable legal service provider.

Recognizing the value of having remote lien negotiators on their team, they decided to expand their workforce through Satellite Teams to support their growing firm. Among the new roles they onboarded are:



Case Manager

Conducting client interviews, organizing case information, updating all involved parties, obtaining medical and employment records, and acting as a liaison between clients, attorneys, and healthcare providers.



Records Specialist

Streamlining the record retrieval process by obtaining and organizing medical records and other essential documents for each case, ensuring that records are accurately maintained and readily accessible to support attorneys in their legal strategies.










Paralegal

Playing a crucial role in supporting attorneys with case preparation, including conducting legal research, drafting documents, assisting in trial preparation, liaising with clients, gathering evidence, and communicating with all involved parties.

From Hesitation To Resolution

Due to their busy schedule, the law firm found it challenging to source, hire, and train new staff, prompting them to seek assistance from Satellite Teams. Working closely with the firm, Satellite Teams began by understanding their specific needs and requirements for lien resolution. They then provided meticulously selected candidates who were thoroughly vetted, pre-screened and pre-trained. Following this, the onboarding process commenced, with Satellite Teams supporting every step of the way, including HR administration tasks such as:

-  Local labor law and taxation compliance
-  Technical and Operational Setup (Example: laptops, VOiP, internet back-ups etc.)
-  Developing KPI metrics
-  Setting up performance trackers (Time Doctor)
-  Management of employee benefits
-  Employee Compensation
-  Paid Time Off management

The personal injury law firm recognized that the talent they enlisted was dedicated to them full-time, as if they had hired someone sitting right next to them, despite being on the other side of the world. Impressed by the significant value this remote hire brought, the firm decided to onboard more remote professionals to support their growing team.

To learn how leveraging Satellite Teams can be successful to your business like other prominent businesses in the industry, connect with our team today.

