

Mini Case Study – Contract Negotiation Win

75% Vendor Fee Reduction – \$520 Saved



OVERVIEW

Vendor type: Healthcare software platform (billing-focused).

Contract: 14-month agreement (Dec 2024 – Feb 2026)

Monthly fee: \$104

Total paid before dispute: \$600+

Project duration: Jan 2025 – June 2025

BACKGROUND

Entered into a **14-month vendor agreement** that remained unused because of a lack of clients. The vendor offered limited onboarding and failed to provide follow-up support, yet still imposed penalties for early contract termination.



⚠️ CHALLENGES

- Vendor demanded \$624 to exit early.
- “Discounted” fee still \$312 (3x higher than fair).
- No ROI from the platform.

🎯 OBJECTIVES

- Exit contract fairly.
- Prevent auto-charge on the card.
- Secure written confirmation of settlement.

🕒 APPROACH

- Anchored settlement offer at \$104.
- Required written “paid in full” confirmation.
- Payment by check only, not card.
- Used silence to force reconsideration.

✅ RESULT

- Vendor accepted \$104 final settlement.
- Saved \$520 (75% reduction).
- Maintained payment control.
- Avoided collections.

TESTIMONIAL

“Revenue recovery isn’t just about billing; it’s about standing firm, documenting your case, and negotiating from strength. This same mindset is how we protect PT clinic revenue at RevQuest LLC.”

Revenue recovery isn’t just billing — it’s negotiation.

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