



## Mena R. Francis

Counsel

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### Overview

Mena Francis is Counsel in Mandelbaum Barrett PC's Healthcare Practice Group where he head's the Firm's PIP Arbitration/Reimbursement Recovery Department. In the ever-changing healthcare landscape where payors are increasingly underpaying and not paying providers, collection efforts by qualified legal counsel are essential to collecting accounts receivable. In the PIP/No-Fault space, arbitration has emerged as the only practical way a healthcare providers can be compensated for their services absent settlement. In the major medical space, navigating patient benefit plans, securing authority to enforce patient benefits under such plans and implementing internal protocols are necessary to maximize collectability of accounts receivable and to position the provider such that they can effectively exercise their appeal rights in the event of underpayment/non-payment. Mena has extensive experience representing medical providers and facilities in collecting claims. With over a decade of experience in the industry, he knows what it takes to make sure providers collect fast.

Working in conjunction with the Firm's Healthcare Practice Group, Mena helps healthcare providers in resolving all collections disputes, including prepayment reviews and post-payment audits (including, in the context of Medicare, RAC, ZPIC/UPIC audits). With respect to PIP/No-Fault claims where the provider has followed all procedures set forth by the insurance company and receives either a denial of payment or hears nothing, Mena is uniquely suited to handle both the arbitration and litigation to help maximize results and get your office paid.

Mena graduated from the Rutgers School of Business, in New Brunswick, NJ in 2008, obtaining his B.S. in Finance and minoring in Political Science. Following Business School, Mena attended Seton Hall University School of Law, obtaining his JD degree in 2011. After graduating, he served as in-house counsel to a start-up medical management company, spearheading the development of a No-Fault/PIP collections department. Thereafter, Mena developed a PIP Arbitration Department for a very reputable personal injury department with over ten offices within the state. Through his efforts, he has helped providers generate millions in annual revenues in the PIP space.

Coming from the medical providers' side, Mena knows "how the sausage is made," which gives him a unique understanding of the healthcare system and the pressures that providers face vis-à-vis the collections of their account receivables. He firmly believes that having the right protocols and documents in place is key to ensuring fast recovery. Mena will work with you to make sure you have all the documents in place to commence the appeal/arbitration process and to ensure fast recovery. In conjunction with the healthcare regulatory attorneys in the Healthcare Law Practice Group, Mena will assist you in avoiding certain pitfalls that can preclude or compromise the collectability of your claims and help you optimize your collections.

Mena's background also avails him of insider knowledge as to the endemic challenges faced by providers in connection with their relationship with their appeal/arbitration attorneys and he utilizes an individualized, client-oriented approach to recovery in order to ensure that clients have confidence in his representation and dedication to their accounts receivable. In 2023, Mena was named to the New Jersey Super Lawyers "Rising Star" list\*.

*\*No aspect of this advertisement has been approved by the Supreme Court of New Jersey or the American Bar Association. A description of the standard or methodology used by Super Lawyers can be found [here](#).*

## Areas of Practice

[Healthcare](#)

## Admission

New Jersey

## Education

- Seton Hall University, J.D., 2011
- Rutgers School of Business, B.S. in Finance, 2008