

Boutique Managed Healthcare Firm Turns to Lexbe for Help with Rising Tide of ESI

Butler Tibbetts was drowning in email.

The six-lawyer, business litigation firm with offices in New York City and Darien, Connecticut, has particular expertise in managed healthcare issues. Much of the firm's business consists of representing doctors, hospitals, and other medical providers trying to collect money from insurance companies reluctant to pay their clients' bills.

Discovery in these cases encompasses vast amounts of ESI (electronically stored information), mostly emails, and most of the emails have multiple attachments like Excel spreadsheets and Word documents.

“Standard” e-discovery vendor was too expensive

Bryson Wilson, a Butler Tibbetts lawyer neck-deep in e-discovery issues, reports that although the firm had a relationship with a “standard” document management and e-discovery vendor, they couldn't afford to use it for these cases. Their clients' managed care disputes frequently resulted in “massive” productions of email and associated documents. Using their third-party service to cull, organize, and cut the fat from them was just too costly.

“We had an e-discovery provider, but using them for our frequent, massive email productions was prohibitively expensive.” – Bryson W. Wilson – Butler Tibbetts lawyer.

It seems as though health insurance companies have hundreds of vice presidents (okay, maybe just dozens), all of whom apparently need to receive a copy of each email generated in connection with every claim submitted to the company – in addition to claims representatives, managers, supervisors, and department heads. The resulting email strings are a mile long and just as wide.

A typical situation

Picture this scenario: A typical managed care suit that Butler Tibbetts handles might involve an aggregate of, say, \$18 million, consisting of individual claims averaging \$500 apiece. That's 36,000 separate claims, each of which might generate (conservatively) a couple dozen emails, and each of those emails might have fifty different recipients. That gets you to over 43 million documents.

And that's *before* you consider the handful of attachments to each email.

A production like that can put a boutique firm underwater pretty quickly. And, like depth-charges to a submarine, the costs associated with using a

“traditional” e-discovery service to process the data could make surfacing impossible.

Lexbe’s lifeline

Lexbe’s ESI Culling+ service proved – and continues – to be Butler Tibbetts’ lifeline. Identifying and eliminating duplicates, alone, saves oceans of time. Reduced review time translates to money saved, allowing Butler Tibbetts to pursue their clients’ claims while staying afloat, economically speaking.

The Lexbe eDiscovery Platform is cloud-based and DIY, which means more control and additional savings for clients.

A lawyer handling a case knows the facts, the allegations in the pleadings, and which issues are critical and which are red herrings. According to Wilson, *“no lawyer likes to do document review, but ultimately you’re the one who has to make the relevance and privilege decisions. Having a third-party reviewer in the picture adds an extra layer of expense and redundancy that the client ends up paying for.”* With Lexbe, Butler Tibbetts avoids that redundancy, and clients appreciate the savings.

Smooth sailing with Lexbe support

Despite initial concerns over the learning curve for a DIY system, Wilson found the Lexbe support service not only accessible but effective.

“I’ve called Lexbe support about any and everything and always got the help I needed,” says Wilson. *“I give them 10 out of 10 in all respects.”*

“Lexbe support ... I give them 10 out of 10.” – Bryson Wilson

The Butler Tibbetts relationship with Lexbe has been going strong for the last five years, and Wilson sees Lexbe as a permanent member of the team.

“As we speak, we’re right in the middle of an enormous case production using Lexbe.”