



...experience the commitment™



Medical Audit and Recovery Services

A Partner of Choice

CGI is a leader in providing innovative business and technology solutions to the healthcare payer industry. Our clear vision and ability to deliver results has made CGI the partner of choice for many BlueCross BlueShield plans, commercial health insurance companies, government healthcare payers and Prescription Benefit Managers (PBMs). Solutions designed for healthcare payers include:

- CAS 5.0 software for comprehensive claims auditing and fraud and abuse detection
- Clinical and compliance auditing
- Prescription benefit claims auditing and analysis services
- Medicare Advantage and Part D services
- Member enrollment, billing and call centers
- Reimbursement consulting and pricing solutions
- Fraud investigation services including special investigative unit outsourcing and co-sourcing
- Complete IT services

CGI experience has demonstrated that up to 5 percent of provider claims contain coding errors. That percentage can add up to significant monies erroneously paid due to data entry mistakes, carelessness, lack of coding knowledge or a deliberate attempt to increase reimbursement by upcoding. Regardless of how errors occur, CGI offers a comprehensive approach to ensuring that your claims reimbursement is accurate. With the use of CGI provider audit/recovery tools and auditing solutions, payers can conduct a comprehensive provider audit.

Outsourced Auditing Services

Those plans that prefer a program with minimal risk and no upfront cost may be interested in a managed services approach to implementing CGI systems. Simply select what audit services work best for your plan, send us a claims extract, and we do the rest. CGI customizes our software to fit your reimbursement environment and provides your plan with the following:

Data Analysis – CGI tools select those claims with the highest probability for error. The pre-selection report is refined and verified with your plan to determine which claims to audit.

Claims Investigation – CGI professionals verify inappropriately paid claims via medical records review and claims investigations. Our DRG validation process has a proven record of success in identifying over-coding. Outpatient and professional claims audits are customized and reviewed based upon your payment methodology.

Tracking and Communication – CGI's auditing services allow for the tracking of audits, records and appeals. Our system generates medical record requests, letters and reports, as needed. Our claims review staff processes appeals within your designated time limits and provides you with sufficient information to process adjustments to claims for recovery.

Claims Review Staff

CGI has one of the most seasoned, diverse staffs in the industry and has been providing claims recovery solutions to healthcare payers for more than 12 years. Our expert staff of healthcare professionals has performed audits for BlueCross BlueShield companies, national HMOs and large carriers, and state Medicaid agencies. This extensive field experience has led to the development and refinement of methodologies, processes and software tools, which assist in the identification of claims for audits, as well as the management of the audits themselves.

Our professionals have diverse systems, claims and clinical backgrounds and have comprehensive knowledge in virtually every adjudication system and claim type, allowing CGI to develop innovative solutions that are effective and produce results. These professionals' extensive backgrounds, training and certifications in the area of healthcare management and clinical coding has allowed CGI to develop, offer, implement and host solutions that are customized to best meet each client's business environment.

Audit and Recovery Services

Inpatient Auditing – CGI inpatient auditing identifies inpatient claims with potential coding and billing errors. Our inpatient audit process employs more than 100 edits to screen inpatient claims for potential upcoding, diagnosis sequencing errors, place of service issues and DRG creep. Regardless of whether you pay DRG, per diem or percent of charge, CGI has edits to address your reimbursement.

Outpatient Auditing – CGI hospital outpatient auditing identifies hospital outpatient coding errors. Outpatient claims are screened for coding errors and inappropriate coding, unbundling and case rate violations, as well as documentation, payment window and contractual issues. The software is customized to your specific methodologies and includes Medicare's Outpatient Code Editor (OCE).

Professional Auditing – CGI professional auditing identifies and corrects improper CPT-4 coding to eliminate inappropriate billing and revenue optimization of professional claims. Our process also includes Medicare's Correct Coding Initiative (CCI) edits, which are public domain and can be shared with your physician.

Fraud and Abuse – CGI provides comprehensive analysis and methodologies to protect the integrity of health plans as well as members, providers and employer groups from fraudulent claims activities. Our fraud and abuse services encompass the entire spectrum of activities, ranging from identification to case development for all areas of a healthcare plan.

The Tool

Customized Auditing System (CAS) 5.0 – CGI has developed the CAS 5.0 system, a self-contained, turnkey system that provides the assistance and direction needed to conduct a comprehensive audit. CGI can use this system to administer audits or clients can license the software for internal use. You decide what edit system you would like built in and the Windows-based, web-enabled system allows you to customize the system to your specific reimbursement methodologies.

Company Profile

In the competitive IT services industry, it's difficult to know what differentiates one company from the next. With CGI, you can be certain that we put our clients first—we take a unique approach to fostering client satisfaction.

For 30 years, CGI has operated based upon the principles of sharing in clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices.

For more information about CGI's healthcare solutions, please visit www.cgi.com/healthcare or contact us at 216-687-1480 or healthcare.bps.hgov@cgi.com.