

Recovery Audit 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). Additionally, CGI was selected as the Centers for Medicare & Medicaid Services' Region B Recovery Audit Contractor. 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
- Advanced analytics
- Reimbursement consulting and pricing solutions
- Fraud investigation services including special investigative unit outsourcing and co-sourcing
- Complete IT services

FEDERAL GOVERNMENT PAVES WAY FOR RECOVERY AUDIT PROGRAMS

Today's focus on mitigating waste, fraud and abuse in government spending has sparked new focus on establishing recovery audit contractor (RAC) programs to identify improperly paid medical claims for federal programs. By December 2010, these recovery audit programs must be expanded to Medicaid and Medicare Part C & D.

CGI is a leading provider of recovery audit services to government and commercial organizations. For more than 20 years, CGI has used our strong combination of subject-matter expertise, knowledgeable personnel and solutions to successfully identify claims that have been inappropriately paid to providers.

CGI's experience has demonstrated that up to 5 percent of provider claims contain errors. That percentage can add up to significant improper payments from data entry mistakes, incorrect coding of claims or other errors. CGI offers a comprehensive approach to identify errors and ensure accurate claims reimbursement. By implementing CGI's innovative business and technology solutions, clients have achieved substantial results, with hundreds of millions of dollars recovered.

Recovery Audit Contractor Program

As current Recovery Audit Contractor (RAC) for Region B, CGI has the necessary experience and systems in place to accelerate RAC program start-up program. We can apply our proven process to initiate a RAC program:

- Outreach to providers
- Identification of improper Medicare payments through automated and complex reviews
- Recovery of overpayments
- Coordination with Medicare contractors and clear communication of audit findings to providers



CGI leverages its public and private sector experience in claims auditing and recovery and provides a robust audit, recovery and provider education solution. Access and transparency to audit findings is available to providers. CGI capabilities leveraged for this initiative include provider outreach, data and program analytics, value-based healthcare program management and data consolidation and integration.

We will customize our software to fit your reimbursement environment and provide your program 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 investigation. Our DRG validation process has a proven record of success in identifying overcoding. 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.

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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 needs.

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 Team

CGI's team of specialized healthcare professionals brings two decades of experience in analyzing and auditing Medicare, Medicaid, managed care and private insurance inpatient, outpatient, physician and pharmacy data, identifying hundreds of millions of dollars in appropriately paid claims. Our team includes clinicians, pharmacists, health information professionals, fraud investigators, CPAs and IT experts that bring business experience from relevant healthcare payer industries. CGI blends staff members from systems, claims and clinical backgrounds to develop innovative solutions that are effective and produce results. These members have extensive backgrounds, training and certifications in the areas of healthcare management and clinical coding.

About CGI

Founded in 1976, CGI is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 31,000 professionals. CGI provides end-to-end IT and business processes services to clients worldwide from offices in Canada, the United States, Europe and Asia Pacific, as well as from Centers of Excellence in North America, Europe and India.

For more information, visit www.cgi.com/healthcare or email us at HealthIT@cgi.com.