

Healthcare Claims Auditing and Recovery Solutions

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
- Advanced analytics
- Reimbursement consulting and pricing solutions
- Fraud investigation services including special investigative unit outsourcing and co-sourcing
- Complete IT services

For nearly 20 years, CGI has audited medical and pharmacy claims and as a result, our clients have recovered millions in inappropriately paid claims.

CGI's claims auditing experience has demonstrated that up to five percent of provider claims contain coding errors. That percentage can add up to significant monies erroneously paid to providers 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 identify and recover overpayments to ensure that your claims reimbursement is accurate. With the use of CGI provider audit/recovery tools and auditing solutions, payers can conduct comprehensive provider audits.

Outsourced Auditing Solutions

Those plans that prefer a program with minimal risk and no upfront cost may be interested in a business process services approach to implementing CGI solutions. Simply select the audit service that will 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 overcoding. Outpatient and professional claims audits are customized and reviewed based upon your payment methodologies.

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

The success of any project is primarily tied to the people involved, and CGI brings extensive and relevant healthcare subject matter expertise to our clients. The CGI Recovery Audit team has been conducting audits of improper provider payments for nearly 20 years throughout the country and is composed of individuals with the following credentials: MD, RN, RHIA, RHIT, CCS, CPC-H, CPC and CMC. Our team has a proven track record of successful implementations and quality results 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.

In our work with commercial and government clients, we combine the goal of improper payment recovery with the need to represent our clients with professionalism and courtesy to their provider networks. Our experience has led to an approach that respects the impact any program of this nature has on the provider community. We will work with the providers to schedule onsite reviews for complex audits whenever practical, reducing the administrative impact of record copying and shipment.

Auditing and Recovery Solutions

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.

Skill Nursing Facility Reviews – Utilizing our knowledgebase of Resource Utilization Groupings (RUGs), we conduct SNF (Skilled Nursing Facility) reviews to determine if RUGs have been properly assigned.

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

At CGI, we're in the business of satisfying clients. For more than 30 years, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has approximately 26,000 professionals operating in 100+ offices worldwide. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the value and expertise they require. CGI defines success by exceeding clients' expectations and helping them achieve superior performance.

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