# Holistic, end-to-end fraud, waste and abuse services

**CGI**

Organizations today have to guard against more than pre-pay and post-pay issues to protect themselves against fraud, waste and abuse. Malicious social media postings have become a constant threat in today's healthcare environment. A more holistic method of protecting one's assets and reputation that incorporates data analytics and secure cloud capabilities is needed if organizations are to stay ahead of the curve.

CGI's end-to-end fraud, waste and abuse services incorporate Social Media Protection Services along with traditional pre-pay, post-pay and reimbursement solutions to identify, detect and scrub improper activities on social media sites across a wide array of venues—in real time—to provide customers with 360-degree, 24/7/365 protection.

As a seasoned expert in the field who come equipped with best practices and lessons learned, CGI provides:

- Fraud, waste and abuse tools implemented by experienced industry experts (i.e., skilled knowledge workers for claims analysis)
- End-to-end cloud/IT delivery capabilities that facilitates successful fraud, waste and abuse cloud adoption
- Technology and global capabilities for faster implementations and lower delivery costs
- Certified secure cloud environments to manage highly sensitive PHI and PII (FedRAMP)
- Emphasis on higher-level customer needs of advanced analytics, Special Investigations Unit case management and roadmaps rather than focusing on only audit recovery

## Successful track record

- CGI brings over 25 years of best practices and lessons learned for performing healthcare IT services for federal, state and commercial clients and functions as a one-stop shop to help clients protect their assets and reputation.
- Employing a proven methodology, CGI has recovered over $3.0 billion in improper medical and pharmacy payments in the last 8 years alone. The key has been our use of industry standard best practices (PMP, Lean Six Sigma, etc.).
- The CGI audit team is comprised of members with varied backgrounds and credentials who cumulatively offer over 2,000 years of direct, diverse, healthcare experience.

# End-to-end fraud, waste and abuse protection

CGI uses both traditional and non-traditional methods to develop and implement an effective end-to-end fraud, waste and abuse solution:

- **Pre-pay:** The first part of the recovery audit service process includes post-adjudication by the payer (to ensure the amount that's scheduled to be paid is correct) and a high-dollar review which mandates that pre-pay claims are made—in sequence—from the highest dollar amount to the lowest to help protect the payers' liability. This step also includes semi-complex audits to allow for an improper payment review and expedite the recovery process.
- **Post-pay:** The second recovery audit service process is very much the same as the first with one major difference: it takes into account that the provider has already gotten paid. The payer is informed that they've overpaid the claim by a specific amount and the provider is sent a findings letter to let them know the amount of the improper payment.
- **Industry solutions:** While this tier also utilizes recovery audits and payments, the primary driving force behind industry solutions are technology. CGI uses our own proprietary data-driven solution—CGI ProperPay®—to predict, identify, manage and recover medical and pharmacy claims that have been improperly paid. CGI also uses Internet of Things. Best of all, these industry solutions can be used in conjunction with a payers' audit department to supplement their efforts.
- **Protection:** For an organization to have full 360-degree protection, its social media presence must be constantly monitored. The organization's online presence needs to be protected from targeted phishing attacks, credential compromise, data exfiltration, brand hijacking, executive and location threats and more. Diverse data sources and artificial intelligence-based analysis can also be used here to provide the organization with real-time identification of potential fraud and impersonations and institute automatic takedown procedures off offending posts, messages and accounts to help limit exposure.
- **Reimbursement services:** This helps protect an organization's future state. Data gathered throughout the recovery audit process is used to recommend changes to the payer. These new wrinkles—whether they be in policy, direction or billing—are intended to reduce the number of improperly submitted claims. This helps the organization generate as much recovery dollars as possible through improper payment audits while simultaneously re-emphasizing or implementing policy changes to help organizations avoid making the same mistakes down the road.

## CGI management consulting services

- Financial Management
- Operations Strategy
- Business Transformation
- Shared Services
- Change Management
- Program Management
- Advanced Analytics
- Performance Management
- IT Advisory Services

Utilizing this holistic framework, CGI clients have seen savings rates in excess of 40 percent, far above the typical 20-25 percent. This has also led to an appeal uphold rate of greater 93 percent. The bottom line is that payers can count on this holistic approach to translate not into dollars and cents but also total peace of mind.

## About CGI

**Insights you can act on**

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

**For more information**
Visit cgi.com
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