

## DCS, a Performant Company: Recovery Audit Contractor (RAC) Presentation 2009



## DCS (Diversified Collection Services)

- DCS is a subsidiary of Performant Financial Corporation
- Over 33 years experience providing service to large government agencies and private companies
- Services and products include:
  - Technology platform, portfolio management, improving operational efficiency, revenue optimization and risk management services
- DCS is the Prime Contractor for Region A and is responsible for all RAC activities
- PRG-Schultz will be working as a subcontractor to DCS to support the audit activities

## DCS' Experience

- CMS MSP RAC Demonstration (California)
- CMS Recovery of Medicare Beneficiary Prescription Drug Benefit Premium
- U.S. Department of the Treasury (MSP & Non-MSP debts)
- U. S. Department of Education
- State taxing authorities
- Federally chartered state student loan guarantee agencies

## DCS' Roles and Locations

- Livermore, CA:
  - Outreach
  - Information Technologies
  - Contract Management
  - Corporate Compliance
- San Angelo, TX:
  - Customer Service
  - Training and QA
  - Requesting, receiving and tracking of medical records
  - Mail room functions including accepting and scanning incoming mail and mailing letters and demands
  - RNs and Certified Coders
  - Identifying new claim issues

## CMS – DCS RAC Partnership

DCS places the highest value on its client partners; that value is the heart of everything we do, and is the basis of our Mission Statement:

***"Being the leading provider of business services and solutions that surpass our client expectations and deliver exceptional value."***

- **Excellence:** As a CMS RAC, DCS is committed to providing the highest levels of quality, accuracy, and proactive levels of service for CMS and the provider community. From top to bottom, we operate under the concept to "go the extra mile for results."
- **Innovation:** We will proactively partner with CMS to develop cutting-edge products and services that address their evolving needs. We will not be outdone in our drive to innovate.
- **People:** Our employees will represent not only the values of our company, but those of CMS; professionalism and integrity are paramount. We cultivate open communication, adaptability, and strategic thinking to inspire each team member to excel. CMS will therefore benefit from this synergistically-derived level of excellence.
- **Service:** Our success hinges on being an indispensable partner to CMS. That means working seamlessly with CMS and providers to understand and respond to dynamic external environments, manage demands and challenges of internal environments, and deliver accurate and effective results.

## Key Personnel

- RAC Project Director -
  - Catherine Till
- Deputy Project Director -
  - Rebekah Ocker, RN
- Contractor Medical Director -
  - Eugene J. Winter, MD
- Contractor Medical Director (PRG) -
  - Earl Berman, MD
- Vice President Healthcare (PRG) -
  - David Wyatt

## PRG-Schultz Corporate Overview

- PRG is subcontracting in Region A, supporting DCS in RAC audit operations
- PRG has 12 years of healthcare auditing industry experience
- Healthcare clients include Medicare, Medicaid & Commercial Payors
- RAC Demonstration participation in California

## Staff Credentials

### Experienced healthcare auditing operations includes:

- Physicians / medical directors providing audit oversight
- Registered nurses / certified coders performing all claims & service auditing
- Experienced and knowledgeable provider services call center representatives

### RAC Medical Director Responsibilities:

- Understanding of NCD/LCD & Medicare policies – providing clinical expertise
- RAC issues recommendation
- Staff training
- Quality Assurance & oversight
- Keeping abreast of current medical practice and technology
- Applying clinical expertise to possible effects on improper payments
- Provider outreach & discussion availability

### RAC Process for Auditing

#### Audit types:

- Complex – includes additional documentation request & auditor review
- Automated – based on payment policy & data where two conditions exist:
  - Certainty the service is not covered or is incorrectly coded, AND:
  - A written Medicare policy, Medicare article or Medicare sanctioned coding guideline exists (e.g., CPT, coding clinic, etc.)

## RAC Process for Auditing, Continued

- Establish a primary point of contact
  - Contact the RAC to update your information
  - Use on-line website to register and update
- Respond to medical record requests within 45 days
  - If you can not meet the timeline, please contact our provider service department & request an extension
- If a findings letter is issued, please utilize the “discussion period”
- Communication is key

## RAC Process for Auditing, Continued

Medical record submission methods / types:

- Paper records \*
- CD / DVD \*
- Fax

\* Ensure mailed media is sent in a tamper-evident package

## Correspondence to Providers

- Letters that providers may receive:
  - Additional documentation request
  - Detailed review results letter
  - Demand letter

## Recommendations

- Communicate and get to know your RAC representatives
  - DCS wants to work with the providers – let us know what works best for your organization
  - DCS maintains an open communications policy and welcomes provider feedback
  - Keep contact information up-to-date
  - If there are questions or additional information, don't wait until the last minute
- Discussion period
  - Speak to the correct party – We have knowledgeable CSR's and strive for first call resolution of 100%. We have an escalation process that will ensure that the most qualified person is available as needed to answer your questions.

## DCS Contact Information

- Toll free number - 1-866-201-0580
- Fax number - 1-325-224-6710
- Website address - [www.dcsrac.com](http://www.dcsrac.com)
- E-mail - [info@dcsrac.com](mailto:info@dcsrac.com)
- Outreach - DiAnna Harrison-Jackson, [dharrison@dcsrac.com](mailto:dharrison@dcsrac.com)
- Provider contact form on website to send contact information
- Hours of operation - 8:00am – 4:30pm, Eastern time

## DCS Contact Information, Continued

### Point of contact for MAC Regions J14, Home Health & Hospice

- Call Center: 877-677-4281§
- Email: [MRASRegionA@prgx.com](mailto:MRASRegionA@prgx.com)
- Fax: 866-340-0625

**§Licensed by the Georgia Public Service Commission (GPSC) to use service observing equipment.**

## Questions & Answers