



HealthDataInsights

**Total Healthcare Claims Integrity,
Quality and Cost Containment**

CMS RAC REGION D

2009

Agenda

- Overview of HDI
 - Company History
 - Healthcare Experience
 - Management Team and Key Personnel
- Query Development
- Review Processes
- Provider Service

HDI Mission

*HDI is the leading company
in health care claims integrity*

- Waste, fraud, abuse and improper payment identification and recoupment solutions –
for the government sector (Medicare/Medicaid),
health plans, and major employers

RAC Mission: Ensure integrity of Medicare claims through the identification and correction of improper payments

HDI Management Team

Andrea Benko, President & CEO

- HealthDataInsights co-founder and President, 2000-present
- Davita, 1998-1999 (NYSE:DVA)
- Total Physician Services, Inc., 1996-1998
- Vesicare, Inc., 1994-1996
- Total Pharmaceutical Care, Inc., 1990-1994 (NYSE: AHG)
- Laboratory industry and clinical nursing, 1977 – 1986, 1988-1990
- BSN, Wayne State University, 1977
- MBA, Harvard Business School, Harvard University, 1988

RAC Key Personnel

Lane Edenburn, EVP, General Counsel

- HealthDataInsights, 2005-present
- CMS, Branch Manager, Program Integrity, 2003 - 2005
- Private practice, healthcare / technology, 1991-1997, 2001-2003
- Physicians Resource Group, Inc., 1998 - 2001
- The EyePA, Inc., 1997-1998
- BS, Business Administration, Southwest State University, 1986
- Creighton University School of Law, 1991

Judy Zwick, VP of Implementation Services

- HealthDataInsights, 1998 - present
- Anthem Blue Cross Blue Shield, 1989 -1998
 - Audit and Recovery Operations – Ohio
 - Medicare Risk, Traditional
- University of Cincinnati, 1994 -1995
- Xavier University, 1996 -1997

RAC Key Personnel

Ellen Evans, M.D., Corporate Medical Director

- HealthDataInsights, 2007 - present
- Mutual of Omaha, Medicare Division, VP and Medical Director, 2005 - 2007
- VNA Outreach to Homeless Youth, Physician, volunteer, 2006 - 2008
- Blue Cross Blue Shield of Nebraska, Physician Reviewer, 2001 – 2005
- Geriatric Consultation Services, Nebraska, Director, 1993 – 2006
- MCMC Medical Care Ombudsman Program, Ind. Reviewer, 2000 - 2005
- Creighton University Medical Center, St. Joseph Hospital, Senior Staff, 1988 to 2008
- Board-certified Diplomate, ABFM
- Certificate of Added Qualification, Geriatric Medicine, ABFM/ABIM
- Diplomate, American Board of Quality Assurance and Utilization Review Physicians
- Fellow, American Academy of Family Physicians
- B. S. Biology, University of Houston, 1975
- M.D., University of Texas Medical School at Houston, 1983



HealthDataInsights

RAC Key Personnel

Robin Luten, RN, BSN, CCM, CHCQM, VP of Quality Management / UR

- HealthDataInsights, 2006 - present
- Heart of Florida Regional Medical Center, Director of Case Management, 2005-2006
- Florida Hospital, Associate Director of Case Management, 1995-2005
- Oncology and Staff Nurse, 1980-1995
- Diplomate, American Board of Quality Assurance and Utilization Review Physicians
- BSN, University of Phoenix, 2001
- MBA, University of Phoenix, 2003

Physician Advisory Boards

CMS Physician Advisory Board –

Chairman: Sam Green, MD, Cliff Molin, MD, MBA

- Oversee Total Quality Management Program

Quality Advisory Board –

Chairman: William Keane, MD

Technology Advisory Board –

Chairman: Amar Chahal, MD, MBA

Payors / Members Advisory Board –

Chairman: Donald Miller



HealthData Insights

Quality Management Program

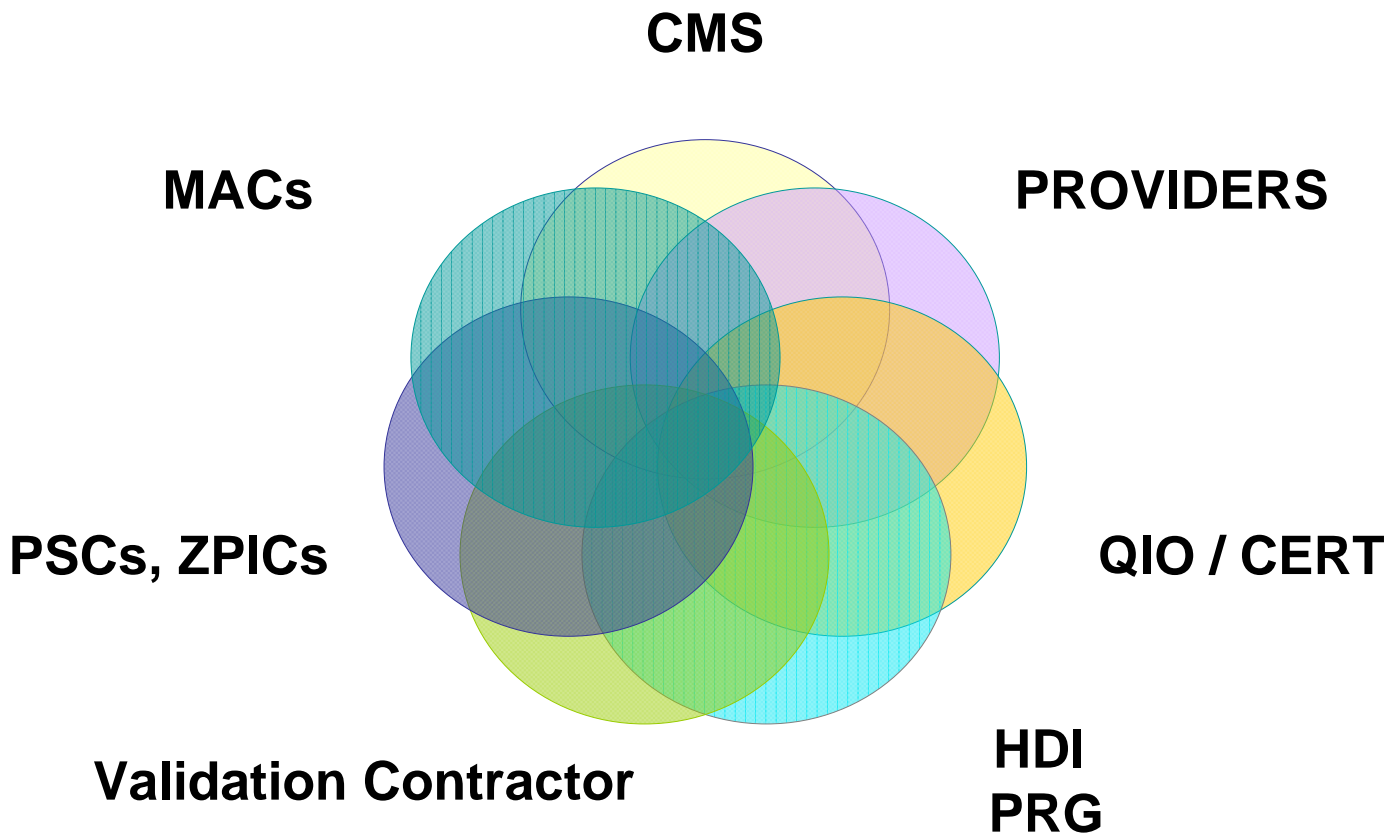
- Existing Medical Advisory Board
 - Six physicians representing various specialties
- Review staff and review process similar to provider, QIO and Claim Processing Contractor review processes
- IRR (Inter-rater reliability) program

Quality Management Program

- Review guidelines: Federal statutes or regulations, CMS Regulations, NCDs, LCDs, and review guidelines, such as McKesson InterQual & Milliman (guidelines only support clinical review judgment)
- CMS RAC Validation Contractor performs Quality Reviews and accuracy scores
- HDI quality management program monitors all subcontractors



CMS RAC Program



Discussion Period

- After provider receives Review Results letter (complex) or Demand letter (automated)
- Incoming discussion period materials are received via fax or mail
- Additional materials submitted during discussion period are carefully reconsidered by independent reviewer who was not involved in original improper payment determination
- RAC decision is sent to provider in writing
- RAC coordinates activity with Claims Processing Contractor



Contact Information

	HDI
Telephone:	Part A/Hospice: (866) 590-5598 Part B/DME: (866) 376-2319
Fax:	Part A/Hospice: (702) 240-5595 Part B/DME: (702) 240-5510
Email:	racinfo@emailhdi.com
RAC website:	www.racinfo.com

Provider Website



The screenshot shows the HealthDataInsights website interface. At the top left is the 'hdi' logo. A green navigation bar contains the following links: Home, Region D Information, Provider Information, New Issues, FAQ, and Contact Us. The main content area features a welcome message: 'HealthDataInsights welcomes you to RAC-Info!'. Below this is a paragraph explaining the RAC Program, followed by a list of 17 states and 3 territories. A map titled 'Region D RAC MAC Jurisdictions' shows the geographical distribution of these jurisdictions, color-coded by state/territory. On the right side, there is a 'Links' section with a list of resources.

hdi Home Region D Information Provider Information New Issues FAQ Contact Us

HealthDataInsights welcomes you to RAC-Info!

The RAC Program, mandated by the Tax Relief and Health Care Act of 2006, detects and corrects past improper payments so that CMS, claims processing contractors, and providers can implement actions that will prevent future improper payments. The RAC program will be implemented in all states by January 1, 2010.

HealthDataInsights was awarded Region D, which consists of 17 states and 3 territories:

- Alaska
- Arizona
- California
- Hawaii
- Iowa
- Idaho
- Kansas
- Missouri
- Montana
- North Dakota
- Nebraska
- Nevada
- Oregon
- South Dakota
- Utah
- Washington
- Wyoming
- Guam
- American Samoa
- Northern Marianas

Region D RAC MAC Jurisdictions

Links

- CMS RAC
- CMS Manuals
- Medicare Coverage Database
- Noridian Administrative Services LLC
- Palmetto GBA
- Wisconsin Physician Services
- AHA FAQs

HDI Provider Website

Contact information for mailings currently for hospitals

Hospitals use letter to log in and provide correspondence contact

Primary Contact

The primary contact will receive all HealthDataInsights correspondence. Please verify and enter highlighted information. You will need to enter a password initially to establish your RAC Info account. Your username will be your email address.

Provider Billing #	Z6481Z	← Provider # and Name Default
Provider Name	ROSALIND E GAINES LCSW	
Provider Type		
Provider Status		
Affiliation/Ownership		
Contact Name	JOHN DOE	
Title	ADMINISTRATOR	← Update Current Information
Address 1	1212 MAIN STREET	
Address 2	SUITE 100	
City	LAS VEGAS	
State	NV	
Zip	89128	
Primary Phone	800-123-4567	
Primary Phone Extension		
Secondary Phone		
Secondary Phone Extension		
Email	john.doe@johndoe.com	

Medicar Name:
ROSALIN
LCSW
[Logout](#)

Local intranet 100%

Questions?