



**hdi**  
HealthDataInsights

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

**CMS RAC REGION D  
2009**

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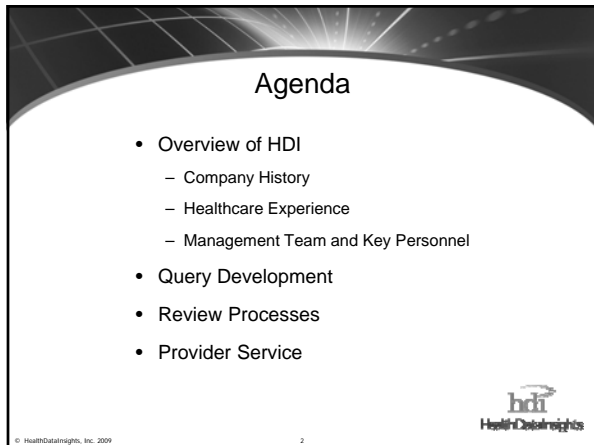
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**Agenda**

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

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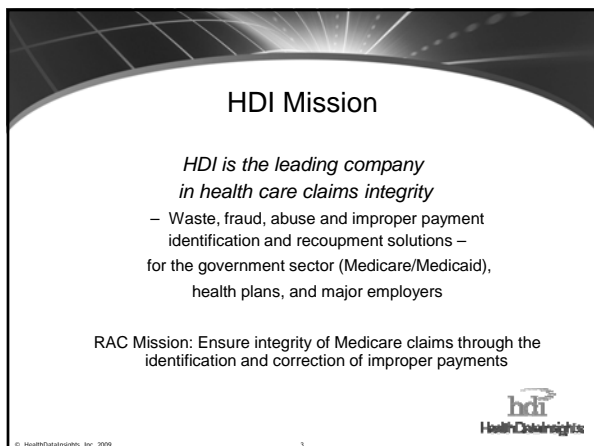
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**HDI Mission**

*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

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## 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



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## 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



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## 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



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## 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



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## Physician Advisory Boards

**CMS Physician Advisory Board –  
Chairman: Sam Green, MD, Cliff Molin, MD, MBA**

- Oversee Total Quality Management Program
- Specialty focused Board to identify, review and validate queries and result sets

**Quality Advisory Board –  
Chairman: William Keane, MD**

- Merck & Co., Vice President, Clinical Development (retired)
- Chairman, Dept of Medicine, Hennepin County Medical Center (retired)
- MD, Yale University, School of Medicine



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## Physician Advisory Boards

**Technology Advisory Board –  
Chairman: Amar Chahal, MD, MBA**

- Co-founder of several high-tech companies
- Merck, informatics and outcomes division
- MBA from Columbia University; MBBS (MD) from the Armed Forces Medical College, Pune, India; Fellow of the Royal College of Surgeons (FRCS), Edinburgh, Scotland

**Payors / Members Advisory Board –  
Chairman: Donald Miller**

- Board of Directors (ret): Schering-Plough, The Bank of New York
- Executive Management, Dow-Jones & Company; Deputy Assistant Secretary of Defense
- PMD, Harvard Business School



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### 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



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### 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



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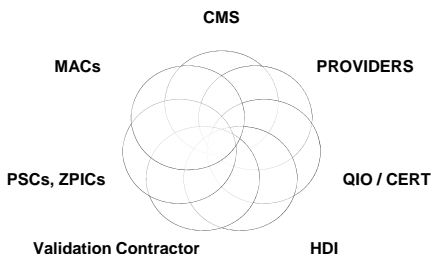
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### CMS RAC Program





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## New Issue Ideas

- Where does RAC get its query ideas?
  - Data Analysis
    - SAS analysis, data mining, trending
  - Policy/ Rules and Regulations
    - LCDs & NCDs
    - IOM
    - CRs
    - Federal Regulations
  - Reports (Outcomes)
    - OIG Reports
    - QIOs
    - GAO Reports
    - CMS Publications
    - RAC Vulnerability Calls & other known vulnerabilities
  - Industry & Practice Experience
    - Provider Associations (underpayments)
    - HDI Industry experience



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## RAC Audits

- Automated – Claims data analysis
- Complex – Medical record review
- References applied to Date of Service



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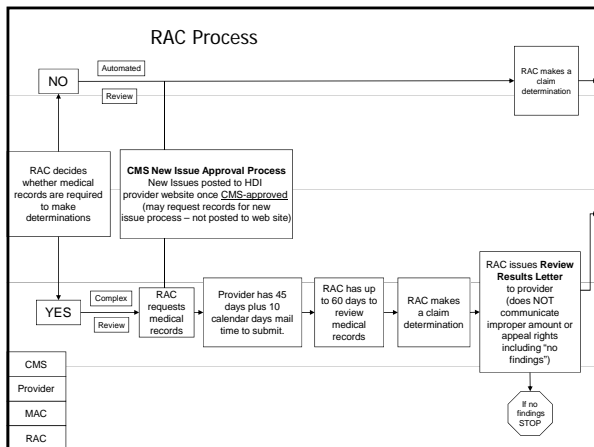
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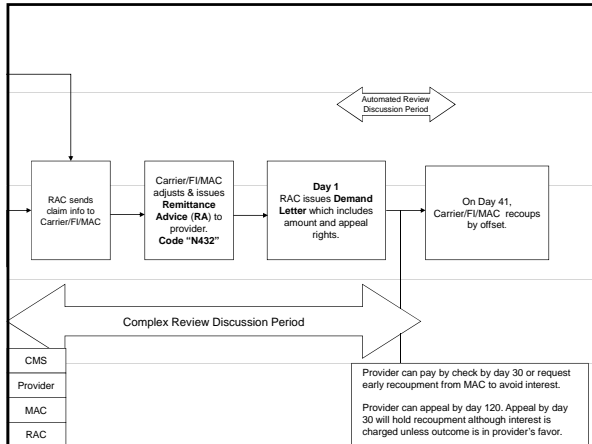
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### Discussion Period

- 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

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### Contact Information

<b>HDI</b>	
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:	<a href="https://racinfo.healthdatainsights.com">https://racinfo.healthdatainsights.com</a> or <a href="http://www.racinfo.com">www.racinfo.com</a>

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## Provider Contact Information

- RAC web-site to be launched August 2009  
<https://racinfo.healthdatainsights.com>  
 or  
[www.racinfo.com](http://www.racinfo.com)
- Hospital provider letter will include user name and password
- HDI Informational Letter will be mailed to hospital Compliance Officer or CFO



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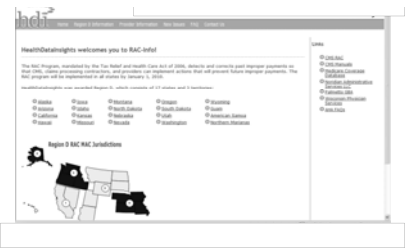

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## Provider Website

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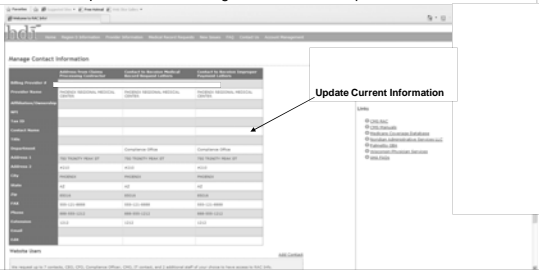
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## HDI Provider Website

Contact information for mailings currently for hospitals  
 Hospitals use letter to log in information and provide contacts




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Questions?

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