



## How One Health Plan Took Control of DME and HIT Claim Overpayments

The Special Investigations Unit (SIU) of a major health plan had contracted with an audit vendor to identify Durable Medical Equipment (DME) and Home Infusion Therapy (HIT) claims overpayments stemming from abusive or potentially fraudulent billing practices. The vendor's audits resulted in a considerable number of appeals and minimal recoveries.

As the sole CMS Recovery Audit Contractor (RAC) for DMEPOS audits nationwide with years of successful commercial and Medicare audit experience, Performant was the ideal partner to bring insight and expertise to the plan's payment integrity program. Capitalizing on our experienced team of audit professionals and best-in-class technologies, Performant offered the plan a DME and HIT audit solution to identify more overpayments, target claims with the highest recovery probability, and provide the SIU the ability to expand into new audit categories through program maturation.

Performant worked closely with the plan, sharing industry and CMS best practices, as well as providing consultation and assistance, to fine-tune the plan's audit and recovery process. Performant's program generated a significant increase in findings and audits performed, enabling the SIU to transition from site-only audits to a more efficient and effective desk audit program supported by Performant's experienced audit team.

“ Performant brought better ideas and suggestions, identified actionable metrics in our reporting, found trends in the DME and HIT audit realm, and went above and beyond in our close cooperation.

*Manager, Special Investigations Unit* ”

### Company Profile

Large national health plan with more than 2 million members

### Performant Solution

High Risk & Specialty Audits

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### Solution at a Glance

#### Objective

The plan sought to expand its auditing scope, increase recoveries, and reduce provider abrasion and appeals by partnering with a provider audit firm with proven DME and HIT audit experience, for all lines of business, to boost program performance.

#### Solution

Performant deployed an industry-leading team of nurses, certified coders, and analysts, as well as an extensive library of proprietary algorithms, sophisticated scoring, and selection technology.

#### Benefits

- **\$3,250,000 in savings** identified for DME and HIT audits
- **50% decrease** in appeals

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### More Information

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