



## The market is shifting toward outpatient services. Is your provider audit program equipped to respond?

With the increasing trend toward outpatient care, health plans can expect incremental growth in abusive billing and the need for specialized outpatient claim audit and recovery programs. In response to this industry shift, Performant developed a comprehensive outpatient audit program to protect plan dollars and improve plan oversight of Ambulatory Payment Classification/ Ambulatory Patient Group (APC/APG), non-APC (percent of charge, fee schedule, or other line payment methods), and ambulatory surgery center (ASC) claims.

As the expert in outpatient claims audits, we understand the challenges facing plans as an increasing number adopt the comprehensive APCs/APGs established by the CMS. Though these systems ease the burden on plans to perform line item reviews of billed outpatient services, they can also complicate the identification of improper payments during audits due to complexity of classification grouping, differences in weighting, and myriad fee schedule details. Performant's APC/APG audit solutions are designed to alleviate these concerns, increase post-payment recoveries, and generate pre-payment savings, while limiting provider abrasion.

## The Outpatient Audit Expert

Performant is the vendor of choice for CMS and some of the largest health plans in the country. Originally developed to support a national health plan's APC program, our audit solution was so successful it was adopted by CMS for its RAC program nationwide.

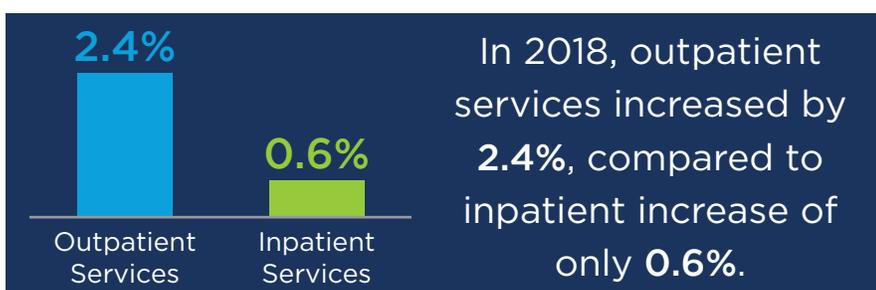
## At a Glance

### The Problem

- Packaging codes under a single APC/APG creates less opportunity to identify audit findings
- Complex CPT weighting and ever-changing payment rates make it difficult to maintain information and identify coding anomalies
- Validity of pre-authorized services cannot be determined until service is rendered and medical records are reviewed

### The Solution

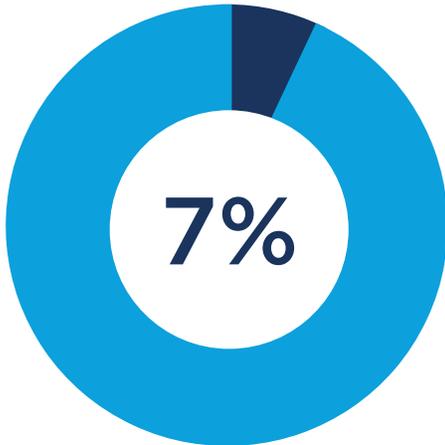
- Perform level of coding reviews to identify and amend incorrect CPT codes, resulting in a lower APC/APG level
- Deploy a team of clinical experts who perform medical record reviews with speed and accuracy to optimize audit findings and recovery efforts
- Deliver audit findings with a high rate of accuracy to boost recoveries and protect the health plan's critical provider relationships



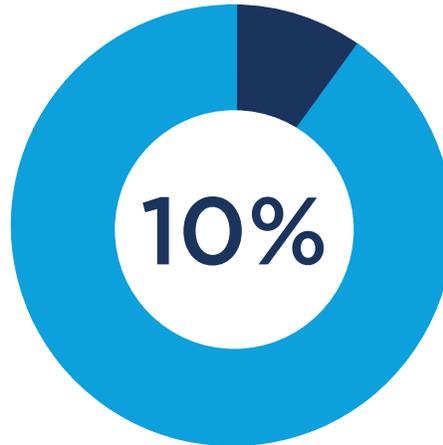
# THE BOTTOM LINE

Performant's team of clinical experts, supported by our industry-leading data processing platform and a library of detection algorithms, conduct both analytical and medical record reviews of outpatient claims. We identify claims potentially paid in error and apply our proprietary scoring and selection model to target only claims with the highest likelihood of return for medical record review.

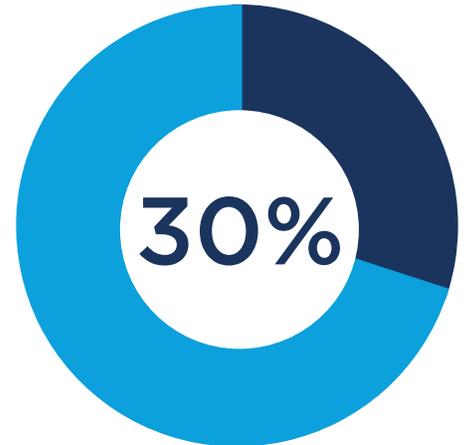
In addition to reviewing outpatient claims for billing and coding errors, certified coders and nurse reviewers audit APCs/APGs, including those for pre-authorized services, at the CPT service level to identify errors that generated higher level APCs/APGs than were medically necessary. We manage every stage of the audit from requesting and processing provider medical records for selected claims and conducting the clinical audit to developing clear findings with documented rationale. We also process and mail the results letter, handling all provider communications ethically and transparently throughout the process.



Provider revenue from outpatient services grew by 7.1% in 2018.



Approximately 10% of outpatient claims are paid improperly, according to a 2017 HHS report.



On average, 30% of outpatient claims audited by Performant result in findings.

# \$5,250

Performant's average outpatient claim findings range from \$3,000 to \$7,500 per claim.

Deploying Performant's outpatient audit program is a proven solution to increase plan recoveries, yielding plan savings equivalent to DRG audit program results.



For more information on our outpatient claim audits, visit <https://www.performantcorp.com> or contact us at [healthcare.info@performantcorp.com](mailto:healthcare.info@performantcorp.com).