

DCS

**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
- Strategic relationships that are built on improving revenue, process improvements and value-partnerships in a highly regulated, security sensitive environment

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."

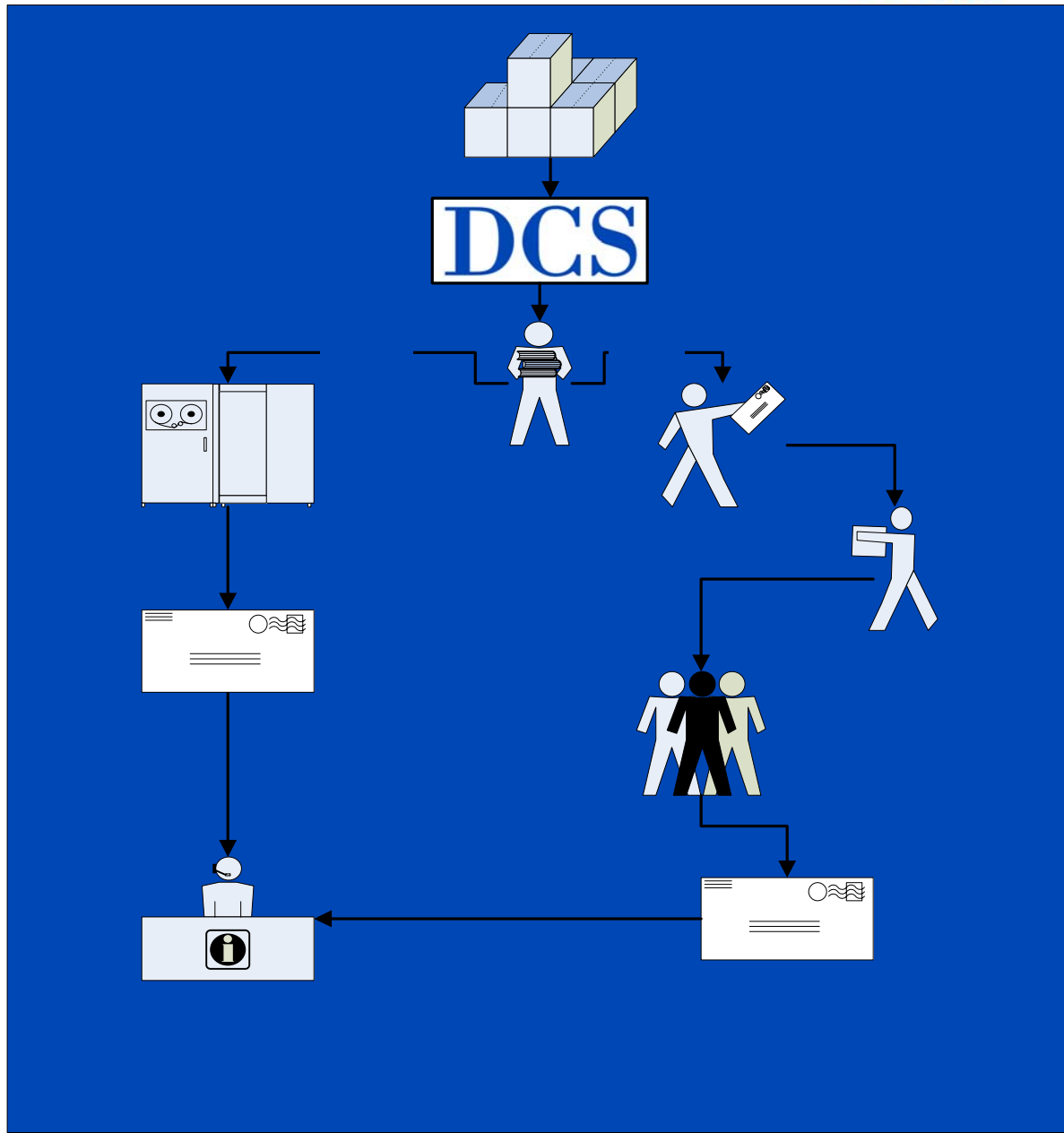
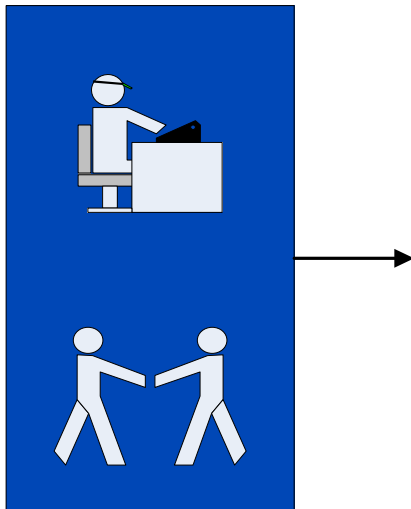
- **Excellence:** As a CMS RAC, DCS is committed to providing the highest levels of quality, accuracy, and proactive levels of service for CMS and the provider community. From top to bottom, we operate under the concept to "go the extra mile for results."
- **Innovation:** We will proactively partner 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

- Contracted Medical Director
 - Eugene J. Winter, MD
- Project Director –
 - Catherine Till
- Deputy Project Director –
 - Rebekah Ocker, RN
- Medical Review Lead
 - Peg Stessman, RN

High Level Work Flow

This process will be transparent to providers. All claims results flow back into DCS, all letters are sent from DCS, and Customer service is staffed by DCS.



Automated Review Process

Automated Review

- Review claims data – “data mining”
- All potential issues approved by CMS
- Claim determinations made at system level without human intervention
- Library of CMS rules, regulations, guidelines, and coding policies maintained and updated

Complex Review Process

Complex Review

- All potential issues approved by CMS
- Additional documentation requests
- Medical record chart reviews
- CMS record request limits
- Human review team:
 - Coding review determinations (RN, Certified Coders, Therapists)
 - Medical necessity reviews will be performed by RNs who have access to Physician Reviewers as necessary.
 - MD oversight of reviews
- Complete documentation maintained in DCS automated system “MARS”

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 – there is a trained staff of audit specialists to address your needs

DCS Contact Information

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

Questions & Answers