

# A Payer's Pathway to an Integrated Fraud, Waste, & Abuse Program

CoventBridge Group



# Speakers

FWA IS EVERYWHERE -  
AND ALL IN ONE PLACE



Amanda Brown  
VP Revenue Integrity

[amanda.brown@coventbridge.com](mailto:amanda.brown@coventbridge.com)



Ray Evans  
VP Healthcare Sales

[ray.evans@coventbridge.com](mailto:ray.evans@coventbridge.com)

# What We'll Cover

## Types of Fraud, Waste, and Abuse:

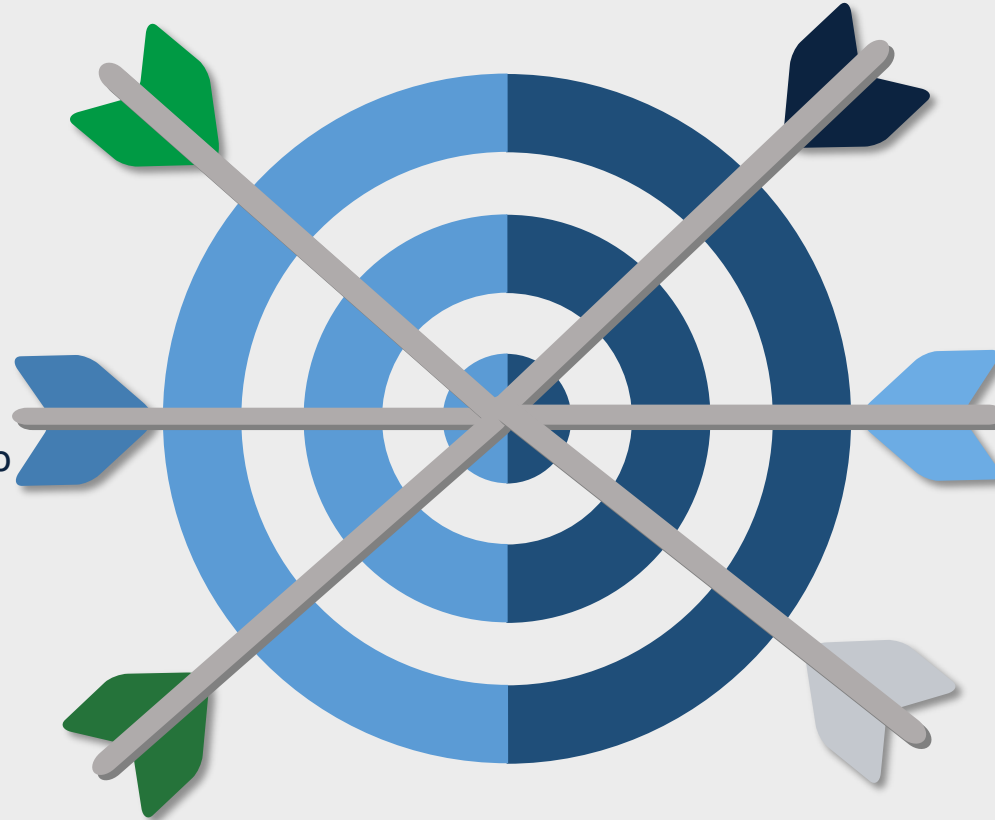
Understand the various forms of FWA and how they impact your organization

## Techniques and Tools to Identify FWA:

Learn about the most effective technologies and strategies that help detect FWA at its earliest stages while also uncovering complex abuse

## Scheme Predicting:

Discover how forecasting can provide a barricade for fraudulent behaviors and proactively prevent losses



## Challenges with Data & Beyond:

Gain insights into common hurdles in data management, as well as solutions that go beyond data for a holistic approach to FWA

## Improving Operating Efficiencies & Results:

Explore best practices for integrating FWA management into your operations for enhanced efficiency and measurable outcomes

## Reporting & Documentation Requirements:

Learn how to stay compliant with industry standards and regulations through proper reporting and documentation.

# Polling Question 1

Who oversees the SIU and FWA programs within your organization?  
(choose all that apply)

- Compliance
- Legal
- Finance/Accounting
- Operations/Clinical Operations
- Other



# The Global Leader In Full-Service Investigations

A Program Integrity contractor investigating Healthcare FWA for The Centers for Medicare & Medicaid Services

**259 Client-Directed,**  
contracted panel firms in the U.S. with over  
**3,500 investigator headcount**

**290 Vendors** currently  
managed through our  
SmartPartner system

National team of over **900 US**  
employees including **500** licensed  
investigators

## Leading Security Standards



7 of the top 10  
personal line  
carriers in the U.S.

**USDA & SNAP  
Contractor**

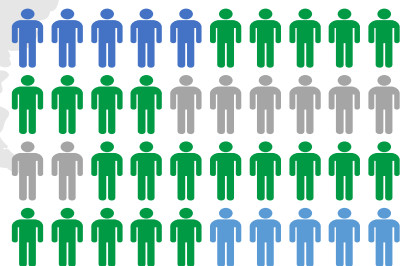
**50** Foreign contracting companies with  
approx. **500** investigators covering **109**  
countries in the last 12 months

Partner of choice for one of the  
largest government agencies  
providing a national network of  
undercover investigators

8 of the top  
10 commercial  
carriers in the U.S.

**124** Various Carriers  
**100's** of Fraud Plans

**700**  
Employee  
Investigators

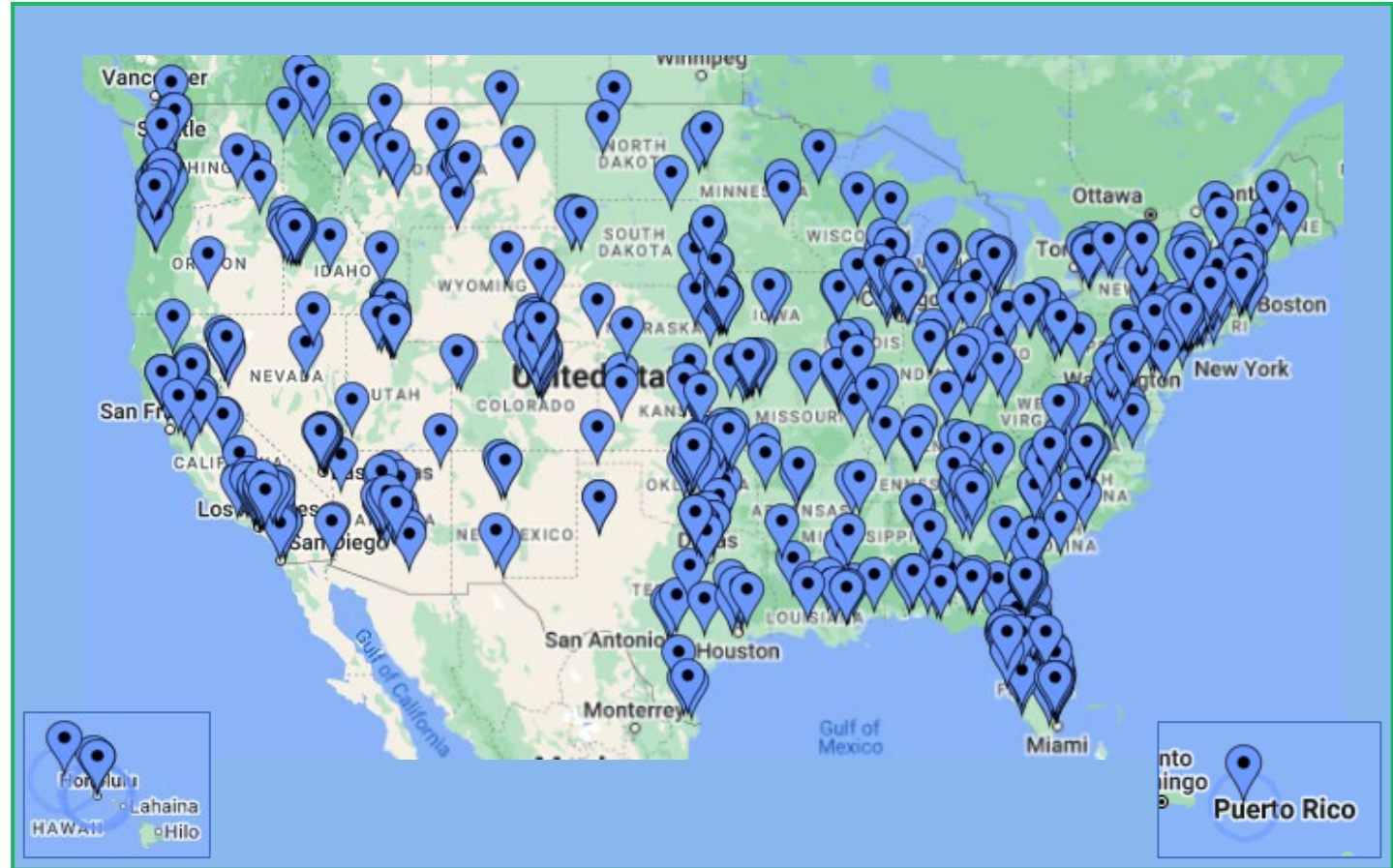


# National Employee Network Coverage

Coverage in Every State

700 Employee Investigators

Licensed Wherever Required



# Polling Question 2

How confident are you in your organization's ability to predict new fraud schemes before they cause significant losses? (choose one)

- Very confident
- Somewhat confident
- Neutral
- Not confident



✓ Centralized Document Repository & Data Lake	✓ RN Provider Educators	✓ Integrated Internal Audit & Process Improvement
✓ FWA & Anomaly Detection Analytics System	✓ Licensed Desktop Investigators	✓ Competing Priority #1
✓ Pre-Pay & Post-Pay Analytics	✓ Licensed Field Investigators	✓ Competing Priority #2
✓ Expert FWA Data Scientist & Analysts	✓ Medical Canvassing	✓ Competing Priority #3
✓ Machine Learning/AI	✓ Program Integrity Auditors/SMEs	✓ Competing Priority #4
✓ Case Management SaaS Platform	✓ Chart Retrievals	✓ Competing Priority #5
✓ Investigative Medical Review System	✓ Enterprise Data Management	✓ Competing Priority #6
✓ License RN Investigative Medical Chart Reviewers	✓ Regulatory & Law Enforcement Reporting	✓ Competing Priority #7



# The CoventBridge Process

**ANALYZE**

**QUALIFY-VALIDATE-INVESTIGATE-RECOMMEND-REPORT & RECOVER**

**REFINE**



Analyze Data & Provider Behavior

Qualify Leads

Validate Necessity

Investigate Allegations

Recommend Remediation

Report on ROI & Recover Losses

Refine Analytics

FWA Data Models, Statistical Sampling, Visual Analytics

Prioritize Leads, Corroborate Allegations

Medical Record Review, Clinic Inspections, Coding Standards

Provider Background Research, Patient Interviews

Claim Edits, Pre-Payment Review, Provider Education, Adverse Provider Action

LE Referrals, Trial Exhibits, Recoupment Efforts

FWA Predictive Modeling, Social Networking/Link Analysis

**Collaboration with Plan Throughout**

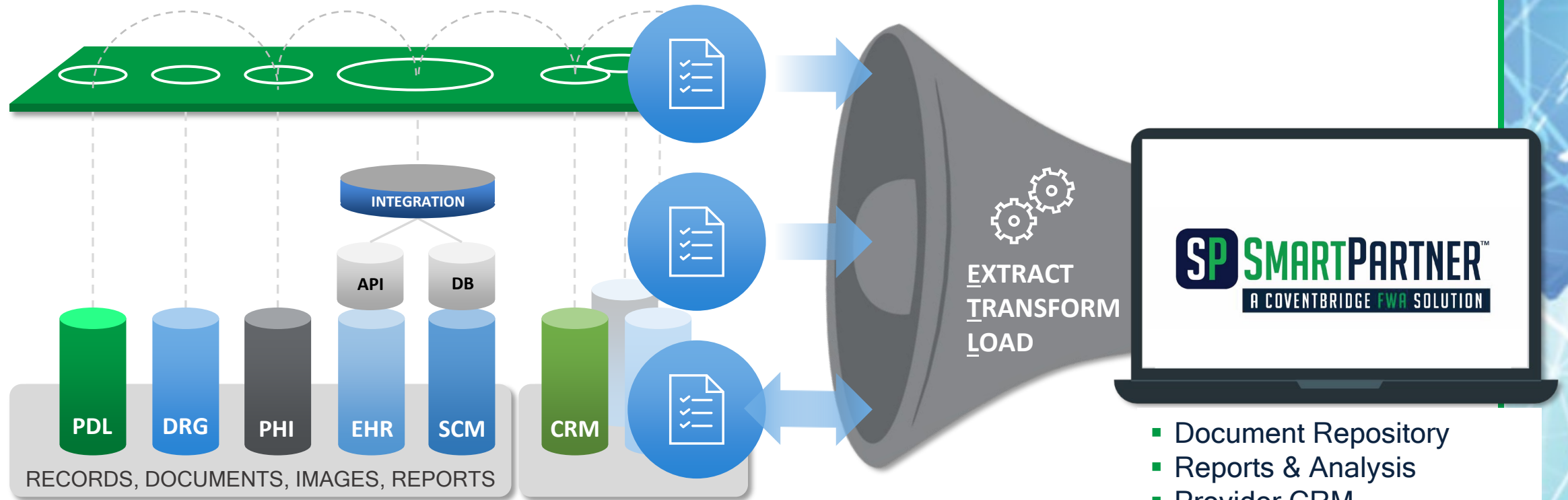
# Challenges with Data & Beyond



# SmartPartner™ Secure Storage Solution

SmartPartner™ is a single, secure repository of medical records and sensitive information that allows multiple teams to use their own workflows while utilizing one storage solution.

## Data Consolidation and Migration



# Techniques & Tools to Identify FWA

## DATA ANALYTICS & AI

Leverage advanced algorithms and machine learning to detect abnormal patterns

## DATA MINING & PATTERN RECOGNITION

Analyze historical claims data to uncover hidden fraud schemes



## AUTOMATED CLAIMS REVIEW

Consolidate data from multiple sources to gain a full view of FWA risks



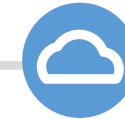
## DATA INTEGRATION

Green marketing is a practice whereby companies seek to go



## ARTIFICIAL INTELLIGENCE (AI) & MACHINE LEARNING (ML)

Identify complex schemes and adapt to emerging fraud tactics



## LINK ANALYSIS

Map relationships between providers, members and services to identify collusion or suspicious relationships/networks



## GEOSPATIAL ANALYSIS

Identify geographic anomalies in billing or service delivery






# Polling Question 3

What is your biggest challenge with data integration for fraud detection?  
(choose one)

- Siloed data systems
- Lack of governance policies
- Incomplete or low-quality data
- Limited resources to process and analyze data

# SmartPartner™ Data Analytics



User Login
Audit Log
Provider Alerts

?

**Provider Alerts**

?
Refresh
Search
Reset

<b>Priority Type</b>	<b>Provider Name</b>	<b>NPI</b>	<b>Provider Type</b>	<b>Benefit Type</b>	<b>Health Plan</b>
Proactive Study ▾	Provider Name ▾	NPI ▾	Pharmacy ▾	Laboratory ▾	Health Plan ▾
<b>Request Type</b>	<b>HCPCS/CPT</b>	<b>Alert (\$)</b>	<b>LOB</b>	<b>Study Name</b>	
--Select-- ▾	--Select-- ▾	--Select-- ▾	Commercial ▾	Superficial ▾	

**Providers**  
Ron Jenni

**Claims Count**  
48

**Leads**  
156

**Member Count**  
184

**Dollars at Risk**  
\$657,783,00.08

**Investigations**  
Active

Provider Name/ NPI	Practice Name	Risk Score	Claim Count	Study Name	Case ID	Case Status
Brandie Fran	Cardiac Wellness Centre	07	25	Pharmacy Risk Analysis	783_876_8292	Active
Ron Jenni	Healthy Living Centre	11	189	Pharmacy Risk Analysis	683_876_8292	Active
Breana Merrion	Family First Healthcare	08	28	Pharmacy Risk Analysis	483_876_8292	Inactive
Deziree Kassie	Lifeline Medical Group	04	30	Pharmacy Risk Analysis	323_876_8292	Active
Headley Ronny	Harmony Health Associates	07	33	Pharmacy Risk Analysis	193_876_8292	Active
Darnell Reed	Cardiac Wellness Centre	10	56	Pharmacy Risk Analysis	323_876_8292	Inactive

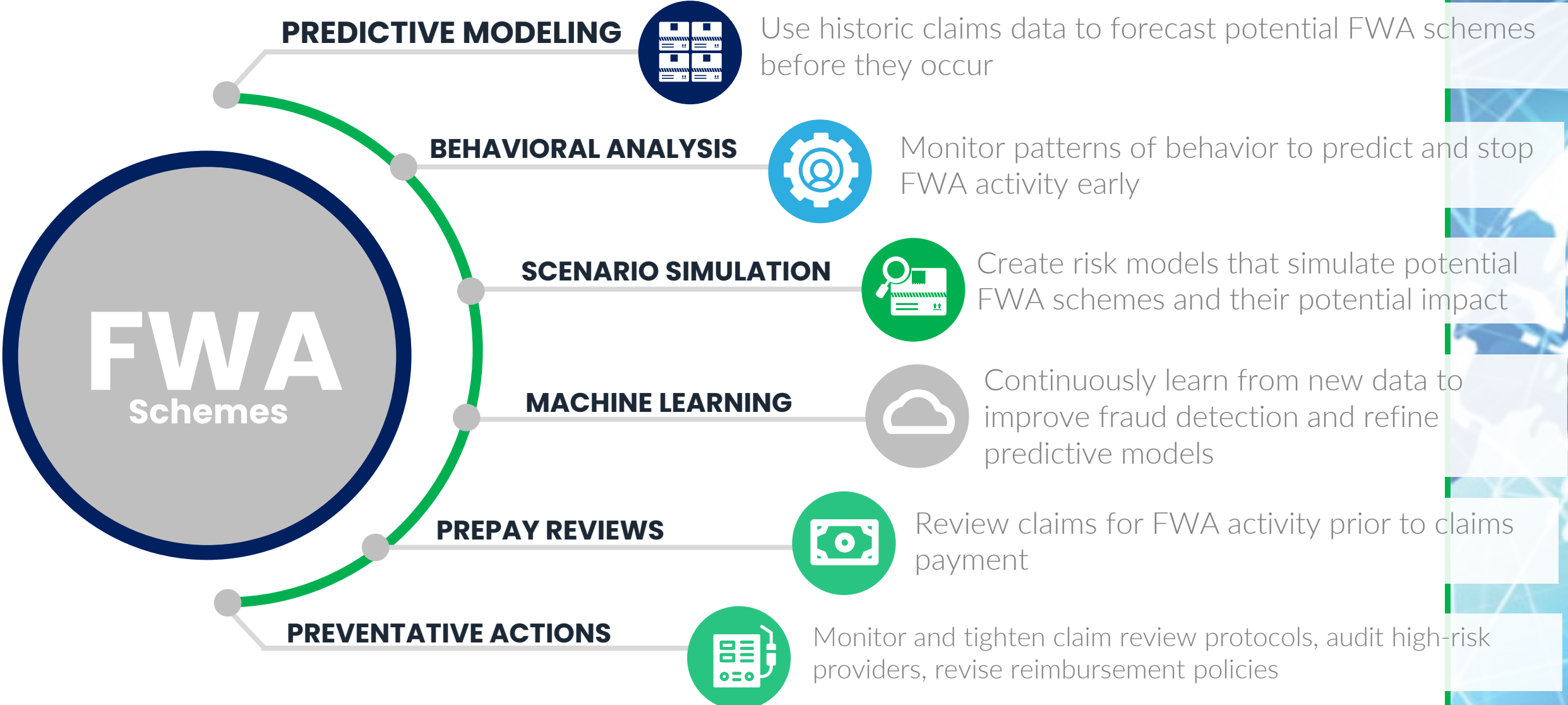
☰

Reports

☰

Case Management

# Scheme Predicting



# Operating Efficiencies & Results



**Automated FWA Analytics System**  
Streamline FWA detection processes with automated analytics tools

**Integrated FWA Case Management System**  
Track all Payment Integrity & FWA activities in one system - all data sources are integrated & support the entire program lifecycle

**Interdepartmental Collaboration**  
Incorporate FWA detection and prevention into core Plan operations to promote collaboration across teams for a unified approach

**Continuous Monitoring & Reporting**  
Implement real-time monitoring and feedback loops to track and adjust FWA prevention efforts

**Vendor & Third-Party Oversight & Collaboration**  
Strengthen oversight of external patterns to ensure compliance and mitigate risk



# Improving Operating Efficiencies & Results

**SP SMARTPARTNER**  
A COVENTBRIDGE™ WIP SOLUTION

- Dashboard
- Leads
- Proactive Studies
- Investigations
- Medical Review
- Post-Pay Review
- Pre-Pay Review
- Medical Review QA
- Case QA
- Case Artifact
- Provider History
- Document
- Reports
- Case Management

Summary
Provider Info
Member Info
Key Action
Medical Review
Documents
Case Reports

**Case Status**  
INVESTIGATE

**Provider**  
VASCULAR CLINICS OF ILLINOIS

**Case ID**  
2024\_165\_334244409

**Investigator**  
-

**Medical Reviewer**  
-

+ Assign

**Lead Qualification**

**Provider Risk Score**  
100

**Allegation**  
Medical Necessity

**Dollars at Risk**  
\$125,000,000.00

Info

**Investigate Milestone** 50% Completed

Lead	Investigate	Claims Review	Final Findings
Completed	Completed	Pending	Pending

**Program Summary**

Payer	Jurisdiction/ Region	Program/Campaign ID
Acme Healthcare	Southeastern	Pharmacy Risk Analysis

**Dollars at Risk**

As of Date	Commercial	Medicaid MCP	Medicare Advantage
01/2024	\$3,142,688	\$125,788	\$42,587
11/2023	\$446,064	\$85,458	\$5,879

**Case Summary**

**Medical Necessity Issue**

In this lookback time frame of 11/22/2021 and 04/08/2022, the provider Dr. John Dow was paid \$675,651.69 in total by Medicare, and 34% was paid for procedures 37225 and 37229. The provider didn't bill 37222, 37228, or 37232 during the time frame. The provider ranked high for both procedures 37225 and 37229 in the state of Illinois among all providers of specialty 06 (Physician/Cardiovascular Disease (Cardiology)) or C3 (Interventional Cardiology). Furthermore, 22% of the units were billed on the procedures performed on patients 81 to over 100 years old. It was found 202 out of 798 beneficiaries were seen by other providers (specialty 06 or C3) of Chicago Cardiology Institute (TIN: 263985001) after their maximum claim date with Dr John Doe. Therefore, the provider is recommended to be re-screened.

**Key Actions**

Date	Key Action	Activity Summary
9/18/2023	Open Investigation	Provider submitted claims from November 13, 2019 through November 13, 2022 and recieved a higher total payment than peers
9/25/2023	Medical Record Request	Request for medical records issued for 27 members in the claims sample
9/27/2023	Investigative Plan	Investigative plan generated
10/1/2023	Active Investigation	Investigative plan approved and instestigative task [claimant interview], [onsite audit] will begin
11/15/2023	Medical Review	All required medical records have been received and medical review has started

**Case Attributes**

Aging	Received	Status	
75 Days	09/18/20	Closed	<input type="radio"/> Fraud <input type="radio"/> Pr

**Case Summary**

**Medical Necessity Issue**

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# Investigative Medical Review

Summary Provider Info Member Info Key Action Medical Review Activity Artifacts Case Reports

?

Claim ID	Provider	Member	Date(s) of Service	Review	Medical Reviewer
1654824978631	GREEN VASCULAR CLINIC	JONATHAN JOHNSON	11/30/2023 -12/23/2023	IN-PROGRESS	Dolly Parton <span style="float: right; border: 1px solid #007bff; padding: 2px 5px;">+ Assign</span>

**Claim Progress**

% Completed	Claim	Completed	Unreview	Allowed	Modified	Denied	Total Case Related	% Completed
<div style="width: 56%; background-color: #28a745; height: 10px;"></div> 56%	7	3	4	1	0	4	4	50%

**Medical Review Summary Information**

Investigator: Michael Broad
Case Summary
Case Related Citations
Program Guidance
Claim Codes

**Claim Header and Summary**

Claim ID : 1548524978631    Payer/Program : Payer Program  
Submitted Date : 12/30/2023    Date Paid : 03/01/2024  
DOS From : 11/30/2023    DOS Thru : 11/30/2023  
Billed Amount : \$4907    Paid Amount : \$4907

**Provider Information**

Provider Name : Greenwood Vascular Clinic  
Provider NPI :  
Referring :  
Billing : Greenwood Vascular Clinic LT

**Member**

Member Name : William Johnson  
Member ID :  
Date of Birth :  
Date of Death :

**Claim Line(s)**

Line	DOS From	DOS Thru	CPT/HCPCS	Modifier 1	Modifier 2	POS	Allowed	Paid Amount	Line DX	Line Decision	Assigned Reviewer
1	11/30/2023	11/30/2023	93454	25	-	22	\$4,589	\$4,589	125.10	-	Dana White
2	11/30/2023	11/30/2023	37225	52	-	22	\$203	\$203	170.211	Deny	Alex Hormozi
3	11/30/2023	11/30/2023	93000	25	-	22	\$100	\$100	R94.31	Deny	Dana White
4	11/30/2023	11/30/2023	93010	55	-	22	\$15	\$15	R94.31	Deny	Brock Lesnar

**Claim Line Detail and Decision - Line Number 1**

**Billing**

DOS : 11/30/2023    DOS : 12/23/2023  
CPT/HCPCS : 87653    Mod 1 : 25  
Line DX : 150.25    POS : 11

**Payment**

Date Paid : 03/01/2024  
Allowed Amount : \$12,000.00  
Paid Amount : \$50,000.00  
Deductible: \$0.00

**Line Decision**

Line Decision : Denied  
Reason Code : Not medically necessary No GA modifier. The information provided does not Support the need for this service or item  
Paid Amount : Coding; R/N; SNR; Signatures  
Line Narrative:

**Agree/Disagree** X

Validate Chart Comment MRQA

- Incorrect Member Name, DOB
- Incorrect Provider Name
- Incorrect DOS
- Illegible Pages
- Missing Pages

Review Comment

QA Comment

Verify all Pages of Record are present MRQA

All requested items included MRQA

- Photocopies of the specific prescription, including, but not limited to: copy of front and back orders with notes compounding recipes refill information Documentation of changes made to and/or clarification received Pharmacy label of Pharmacy printout referencing the prescription.
- Wholesaler invoices (if applicable)
- Documentation from the prescribing provider to support compliance with state and/or federal regulations for the requested claims

**Claim/Line Decision**

Claim ID	Provider	Member	Date(s) of Service
1654824978631	GREEN VASCULAR CLINIC	JONATHAN JOHNSON	11/30/2023 -12/23/2023

**Code(s) on Review**

Date Span	Case Related Citations
11/30/2023 - 12/31/2023	
CPT/HCPCS	99204
DX code(s)	110
Value Code(s)	-
Condition Code(s)	-

**Provider Information**

Validate Chart Assignment : Agree    Acceptable Credentials/Signature : Agree  
Verify All pages of Records Present : Disagree  
Verify Legibility of Images : Agree  
All requested items included : Agree

**Claim Line(s)**

Line	DOS From	DOS Thru	CPT/HCPCS	Modifier 1	Modifier 2	POS	Allowed	Paid Amount	Line DX
1	11/30/2023	11/30/2023	93454	25	-	22	\$4,589	\$4,589	125.10

**Reason Code**

Drop Down Box

**Rationale**

**Step 1: Select Application decision Categories**

Drop Down Box

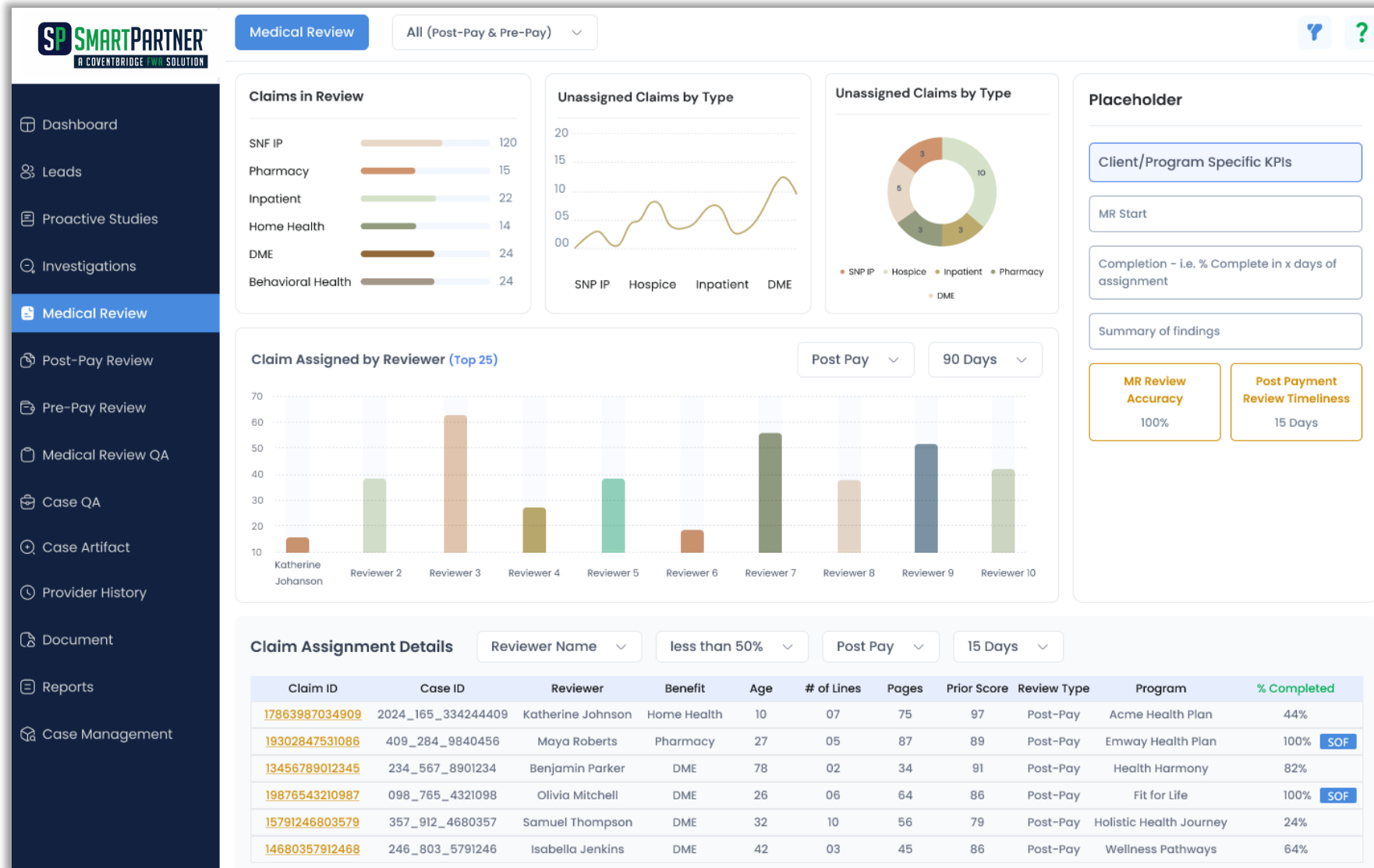
**Step 2: Enter Comment**

Rationale Documentation

**Step 3: Supporting documentation and citations**

Choose File    Upload Attachments

# Improving Operating Efficiencies & Results



# Reporting & Documentation Requirements



## Requirements



**Compliance with Regulatory Standards:** Adhere to industry specific regulations and best practices for FWA reporting & documentation



**Detailed Documentation:** Comprehensive records of investigations, claims, audits, corrective actions, & law enforcement referrals



**Data Privacy and Security:** Safeguard sensitive PHI & PII during reporting & documentation process



**Audit Readiness:** Prepare for external audits by maintaining well-organized & accessible documentation and reports



**Internal Reporting Processes:** Establish clear protocols for documenting & reporting suspected FWA internally



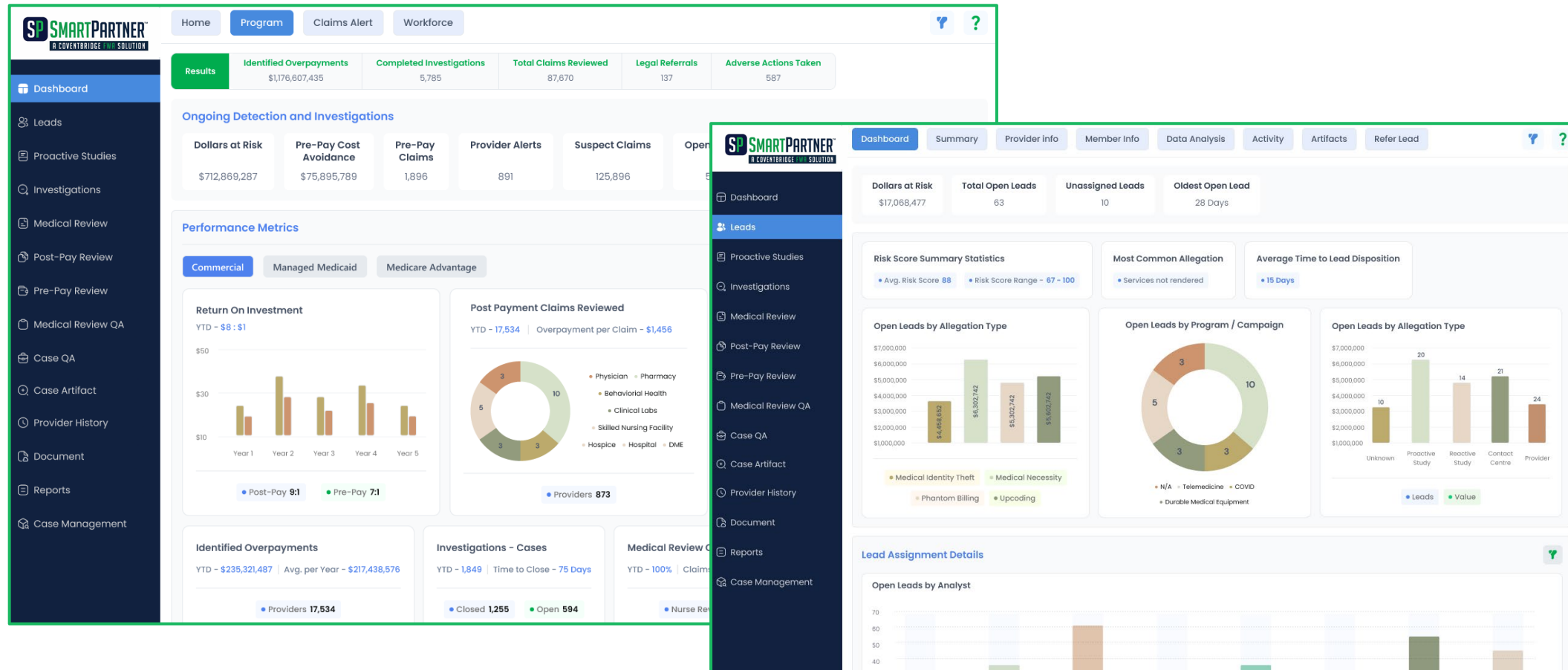
**Timely & Accurate Reporting to Regulatory Agencies:** Ensure FWA activity is reported accurately & within internal & regulatory timeframes



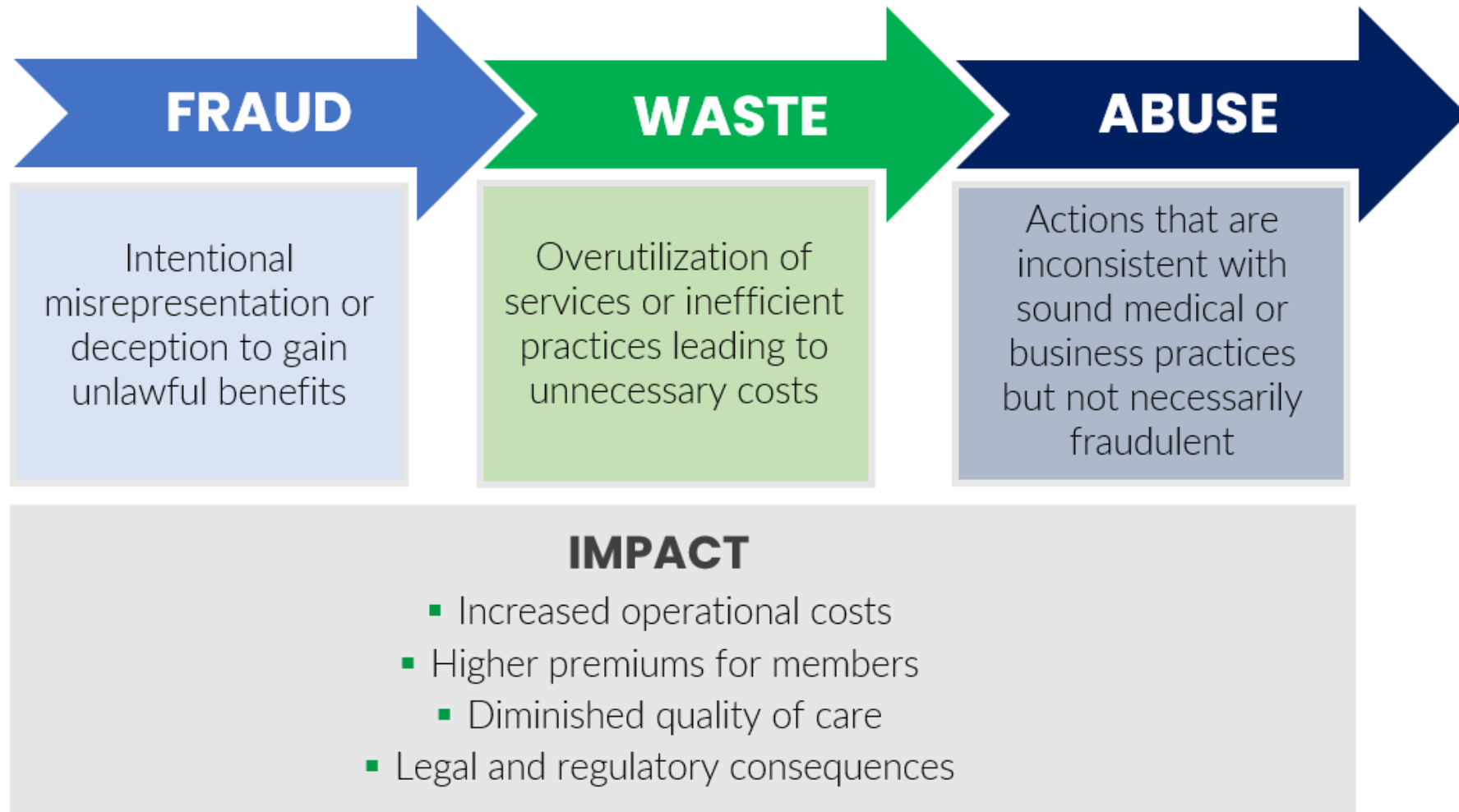
# Reporting & Documentation Requirements

## Performance Dashboard and Reports

- Measure programmatic results
- Establish and monitor KPIs
- Assess production output and performance quality



# Why Invest in FWA?



# CoventBridge's Healthcare Services

FWA IS EVERYWHERE -  
AND ALL IN ONE PLACE

## **Program Management**

- FWA Analytics
- Audits & Assessments
- Compliance Assessment
- Medicare & Medicaid FWA
- On-site Audits
- Vendor Management

## **Document Retrieval & Analysis**

- Medical Record Retrieval
- Medical Record Review & Coding (RN)
- Investigative Medical Record Review
- Medical & Healthcare Canvassing

## **Investigative Services**

- Healthcare FWA Investigations
- Investigative Reports
- Clinic Surveillance
- Law Enforcement

## **Staff Augmentation**

- Data Analysts
- Investigators
- Nurse Reviewers
- MD Reviewers
- RN Consultants

FWA IS EVERYWHERE -  
AND ALL IN ONE PLACE

# Q&A



Stop by our VBCExhibitHall.com Virtual Booth:



[Visit the CoventBridge exhibit booth](#)



# Thank You!

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[amanda.brown@coventbridge.com](mailto:amanda.brown@coventbridge.com)



Ray Evans  
VP Healthcare Sales

[ray.evans@coventbridge.com](mailto:ray.evans@coventbridge.com)