

# PROGRAM INTEGRITY

State Government

## THE FORMULA FOR PROGRAM INTEGRITY SUCCESS

### WHAT CUSTOMERS ARE SAYING

The Missouri governor's office reported that the new Thomson Reuters system was instrumental in achieving year-over-year increases in fraud savings.

"Since January, we have implemented a new state of the art Fraud and Abuse Detection system to monitor Medicaid billings. The amount saved through recovery and cost avoidance totals nearly \$3 million," the governor said.

"This is a great outcome, and only the beginning. Numerous additional strategies are being implemented that will detect duplicate, inaccurate, or over billing. We are going to see even greater savings in hard earned tax dollars."

Program abuses cost states and the federal government hundreds of millions of dollars. To help prevent and detect fraud, abuse, and waste, Thomson Reuters offers a suite of program integrity solutions.

We have the formula for program integrity success — the right tools, an experienced staff, a track record of excellent results, and a community of users across the country that share ideas and insights.

### The Right Tools

Since 1981, Thomson Reuters has been in the business of designing and developing healthcare information databases, applying methodologies for understanding the data, and developing the tools necessary to organize the data for better healthcare decision-making.

We work with our customers to mine data assets and apply customized solutions to help achieve actionable results. The right tools for program integrity include:

- **Applications:** Our decision support systems (DSS) have proven to be effective program integrity tools in all sectors of the healthcare marketplace.
- **SURS:** We recently acquired the highly regarded J-SURS solution, and our DSS is now a certified surveillance solution in more than a dozen states.
- **Opportunity Analyses:** We evaluate state program integrity initiatives to identify best practices, gaps, and opportunities for improvement.
- **Data Management:** We apply extra effort to ensure that data quality is properly assessed before conducting analysis. We integrate and organize data from multiple sources to support our customers' program integrity needs.



- **Analytic Methods:** To enhance the decision-making value of raw data, we use advanced methods for aggregating and comparing the data.
- **Algorithm Library:** We maintain an extensive library of algorithms for the detection of fraud, waste, and abuse.
- **Program Integrity Team:** Our program integrity team draws on Medicaid, Medicare, and commercial market experience to provide outstanding service.
- **Experience:** We provide fraud detection and investigation support to numerous states for Medicaid and Medicare as well as the Medi-Medi program. In addition, we support the program integrity efforts of several health plans and employers.
- **Community:** We facilitate the productive exchange of best practices across our customer community.

### Great People

Thomson Reuters team of program integrity professionals are committed to customer results. Our on-staff experts are innovative, reliable, and easy to work with — providing the knowledge you need to take action. Our team has extensive experience in advanced analytical methodologies for fraud and abuse detection and investigation in Medicaid, Medicare, and commercial environments, as well as expertise in provider and recipient profiling. Using Thomson Reuters decision support applications, our on-staff experts help customers extract and analyze data, select and apply algorithms, and support investigations, including the provision of expert testimony.



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## RESULTS

Thomson Reuters results speak for themselves. Our customers achieve significant process efficiencies as well as positive financial outcomes. In one state, the SURS derailed paper claims reports, which previously took two weeks to collate and summarize after they were run, are now processed and summarized in a few hours. One customer commented, "Thomson Reuters has decreased my time spent reviewing a case almost in half." Thomson Reuters builds program integrity solutions tailored to the specific needs of each client, and those solutions lead to the kind of financial results outlined in the chart below.

## A PROGRAM INTEGRITY COMMUNITY

Feedback gathered from the best possible source — our customers — attests to the quality of Thomson Reuters systems and services. We encourage your communication with our current customers to hear first-hand the value received from our solutions. We facilitate communication among our customers through phone conferences, client team collaborations, and our annual customer conference. Our references provide a realistic picture of our capabilities, including an evaluation of the overall quality of the solutions and the value derived from each solution. Our analytic and research expertise underlies the value of our history of many successful, collaborative partnerships.

## ABOUT THOMSON REUTERS

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minn., Thomson Reuters employs more than 50,000 people in 93 countries. Thomson Reuters shares are listed on the New York Stock Exchange (NYSE: TRI); Toronto Stock Exchange (TSX: TRI); London Stock Exchange (LSE: TRIL); and Nasdaq (NASDAQ: TRIN).

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### Georgia Pharmacy Fraud

<b>Situation</b>	Pharmacy investigators used the Thomson Reuters system to follow-up on a lead generated by a standard "Top 10" SURS report. The preliminary investigation identified possible over-prescribing for narcotics.
<b>Action</b>	Investigators using Thomson Reuters reports helped to identify inappropriate prescribing and dispensing patterns as well as questionable medical necessity. In turn, drill-down reports identified pharmacist-physician collusion and led to an indictment. The reports were presented as state's evidence in court.
<b>Result</b>	Both the pharmacist and physician were indicted for Medicaid fraud; they are free on bond and awaiting trial. Potential monetary recoveries are estimated at \$1.8 million from the pharmacist and \$80K from the physician.

### South Carolina Ambulance Transport Fraud

<b>Situation</b>	Thomson Reuters helped the DHHS develop a report which red-flagged certain ambulance transport companies providing non-emergency services for possible up-coding, over-utilization, and mileage-padding of claims in an effort to obtain higher reimbursement.
<b>Action</b>	The DHHS Division of Program Integrity initiated reviews of five ambulance companies for abuse of non-emergency transportation in addition to the three companies already under review.
<b>Result</b>	The Program Integrity reviews showed high levels of non-compliance with requirements to document the medical necessity for ambulance transport, identifying two more companies for review in the process. The total payments in question across all of the cases now exceeds \$1 million.

## THE THOMSON REUTERS DIFFERENCE

Applying its broad range of information systems implementation and solution development experience, Thomson Reuters has helped more than 25 government customers and hundreds of private sector customers detect fraud, waste, and abuse and manage healthcare quality. During our 25 years of experience in healthcare data quality assessment, we have built more than 300 analytic databases from data files supplied by more than 400 different sources using Thomson Reuters decision support software. As a result of Thomson Reuters program integrity solutions, our customers have saved millions of dollars.

## APPLICATIONS

Thomson Reuters offers the healthcare industry's most powerful and versatile suite of fraud-fighting applications:

- Medstat Advantage Suite®
- DataProbe®
- J-SURS

For more information, call +1 734 913 3000 or visit [healthcare.thomsonreuters.com/state](http://healthcare.thomsonreuters.com/state).



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