



# Improve Financial Performance and Medical Loss Ratio Through End-to-End Cost Avoidance and Recovery Solutions

Overpayment Identification and Recovery, Fraud, Waste and Abuse Solutions by NTT DATA

## As healthcare costs rise, the potential for fraud waste and abuse increases

Recently, recoveries for fraud, waste and abuse (FWA) have been on the rise. Not only that, but costs for prosecutions and drug diversions have also increased. And even as the industry loses money, individuals and organizations involved in FWA acts are continually altering their methods to remain undetected.

Add to that the technical challenge of sifting through mountains of data for signs of suspicious behavior to detect, investigate and prevent FWA acts, such as those listed in the chart below, and your organization might be finding itself overwhelmed.

Fraud	Waste	Abuse
<ul style="list-style-type: none"> <li>• Durable medical equipment claims for services not provided</li> <li>• Identity theft to submit claims for patients who have not received services</li> <li>• Fraudulent rings where patients are sent to providers who bill for unnecessary services, equipment and drug prescriptions</li> </ul>	<ul style="list-style-type: none"> <li>• Bundling, unbundling and components billed separately</li> <li>• Keying/clerical errors</li> <li>• Excessive time spent during services billed on an hourly basis, such as in psychiatry</li> </ul>	<ul style="list-style-type: none"> <li>• Overuse of certain modifiers</li> <li>• Cosmetic surgeries being billed as necessary repairs</li> <li>• Hospitalization, even in cases where it is not required</li> </ul>

### Key benefits:

- Effectively detect and investigate fraudulent claims
- Get strong tools for FWA scoring, workflow automation and dashboards
- Automate data coordination
- Reduce pay-and-pursue costs
- Call upon experts to provide testimony for detected cases



That's where NTT DATA Services can help. As an unbiased independent service provider, Overpayment Identification and Recovery, Fraud, Waste and Abuse Solutions by NTT DATA are fully integrated, configurable and adaptable. And with the NTT DATA Business Process Management Suite, you get efficient case management that identifies trends and automates processes.

Our end-to-end solutions utilize an FWA scoring engine, combined with workflow and reporting processes, to help you identify cases of medical identity theft, unnecessary diagnostic services, medically unnecessary services and incorrect billing. We also have recovery services in place to help you in these instances.

NTT DATA also monitors for program irregularities and billing anomalies, profiles providers, and analyzes and builds predictive models.

Our solutions enable:

- Improved claim payment accuracy by:
  - Implementing an effective FWA scoring engine customized to your payment policies
  - Ensuring compliance to public and private program mandates
- A cost-effective model that increases your financial returns using effective FWA detection and investigation
- Customizable dashboards with dynamic reporting capabilities to monitor multiple key process indicators
- Ongoing support and research by solution experts with in-depth understanding of the healthcare industry

#### **In-depth methodology and innovative, proprietary tools**

NTT DATA offers performance reviews and claim payment scoring. If patterns are identified, you will get a report that documents the providers being monitored and the suspicious cases. We can also provide expert testimony for evidences found within the review.

For expert case management, we offer the Business Process Management Suite. Through effective monitoring and controls during the validation of the output from the FWA scoring engine, the suite provides robust trend reporting, coordinates workflow and knowledge management, and helps automate processes — increasing your organization's overall efficiency. You can also utilize our scoring tools for monitoring claim payments, analytics for identifying patterns and a comprehensive case-tracking system.

NTT DATA provides a wide range of claims integrity solutions, from coordination of benefits to fraud, waste and abuse management.

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

**NTT DATA**