

# REIMBURSEMENT RECOVERY

ZPICs | RACs | MACs

## HEALTHCARE CONSULTING SERVICES

Our team is a unique blend of clinical, billing and accounting professionals with the expertise you need when faced with reimbursement recovery actions initiated by Zone Program Integrity Contractors (ZPICs), Recovery Audit Contractors (RACs) and Medicare Administrative Contractors (MACs). We have successfully supported many providers in proving contractor findings were overstated or incorrect.

Through on-site audits and semi-automated and automated reviews, these contractors can hand down significant, and many times unsupportable, overpayment amounts. We assist providers with defending contractor overpayment determinations as follows:

- Determining the nature of overpayment notices, which can provide limited information as to why overpayment amounts were determined.
- Medical and clinical record review to determine adequacy of supporting documentation for services currently subject to audit or review.
- Determining the appropriate amount and type of support required for the level of contractor review to avoid providing information that could lead to unnecessary contractor scrutiny.
- Contesting final audit findings through assistance with the Medicare Administrative Appeals process at all levels.
- Development of an enhanced compliance plan to assist with future contractor review matters.
- Medical and clinical record review to determine the adequacy of supporting documentation needed for corporate compliance internal audit purposes related to services that may be subject to audit or review in the future.

*Uncontested contractor findings are often assumed by government agencies to be due to inappropriate billing practices of the provider. Contractor overpayment determinations, even those considered inconsequential, should be researched and protested, where appropriate.*

### ABOUT SALTMARSH, CLEVELAND & GUND

Saltmarsh has been a leader in professional services since 1944. Serving clients throughout the U.S. and overseas from offices across the state of Florida and Tennessee, our success has been built on the principals of honesty, integrity, accuracy and the highest levels of service to our clients and community.

Saltmarsh provides a full range of professional compliance and consulting services for the healthcare industry. Our team, which includes some of the nation's top experts in healthcare consulting, can assist you in strengthening clinical documentation, implementing best practices and optimizing overall profitability.