



# Provider Outreach and Education

Payment Analytics





# Purpose

1

## Understanding Concept Development

Provide an overview of the Payment Analytics Concept Development Process.

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2

## Understanding the Audit Process

Provide an overview of our audit process for Payment Analytics.

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3

## Collaboration and Communication

Ensure questions and concerns are addressed and providers know how to contact HMS for questions and support.

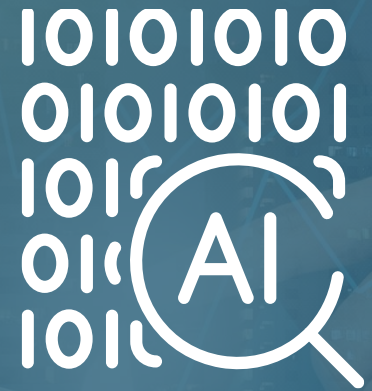


# Concept Development

# Overview of Concept Development

## Payment Analytics

- ✓ Client health plan policy and contract analysis
- ✓ State and federal regulatory review
- ✓ Scenario design or audit concept development
- ✓ Data analytics and claims identification based on policy guidelines



# Review Process

# Overview of Review Process For Payment Analytics

All findings are verified utilizing:

- ✓ Client's system
  - MMIS
  - Online Tools

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- ✓ Applicable policy

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- ✓ SC RAC specific fee schedules



# Reconsiderations and Appeals

# Reconsideration and Appeal Process



South Carolina RAC  
reconsideration  
process will be utilized



A concentrated effort is made to  
assure that finding demand  
letters are detailed and specific,  
helping reduce the burden of  
disputes on all parties



Providers are encouraged  
to call HMS Provider  
Relations to discuss and  
resolve issues





# Provider Relations



# Open Communication



HMS encourages providers to contact us with their concerns and questions.

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We view our one-to-one discussions as ideal opportunities to provide education, answer any questions and alleviate concerns.

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Our Provider Relations team stands ready to guide you throughout the entire process

# Provider Support



**HMS  
Provider  
Relations  
Line**

**(866) 376-2319  
your dedicated  
specific line**

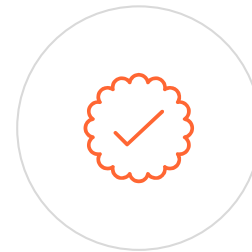
**Provider  
Education Website  
[www.hms.com/cai](http://www.hms.com/cai)**



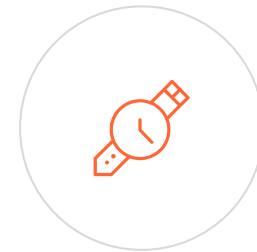
Letter  
inquiries



Process  
questions






Claim status  
verification



Monday through Friday  
9 a.m. to 8:00 p.m. EST

# Educational Opportunities

# Education and Outreach

Format	Purpose	Method	Contact Initiator	Recipient
 <b>Introductory Letter or Flier</b>	Provides advanced notice of an upcoming audit	Email or Mail	State	Provider
 <b>Provider Website</b>	Provides an overview of the audit concept and review process	Web-based, self-paced videos	HMS	Provider
 <b>Provider Deck</b>	Provides an overview of the audit and review process, answer questions and provide solutions	Web-based	HMS	Provider



## **Moving healthcare forward.**

Thank you for attending and we look forward to working together.

**For additional information regarding our review process, please visit [hms.com/cai](https://hms.com/cai).**



[hms.com](https://hms.com)

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