



Clinical Claim Reviews

Provider Insight: Place of Service Review



When Gainwell is contracted by a state or health plan to conduct Place of Service (POS) clinical claim reviews, we review certain identified claims and medical records associated with those claims to verify that billing of an inpatient POS is consistent with CMS policy and regulations, state policy and regulations, health plan policy, and other industry standards. The POS Review is complementary to prior authorization and pre-certification programs payers may use.

The audit results ensure payments are consistent with the services provided. If Gainwell finds an inpatient stay billed in error, in most cases the provider can rebill the claim for the level of care and services associated with the appropriate setting.

Our expert team of reviewers includes nurses, certified coders, therapists, and social workers, along with a panel of contracted physician reviewers who represent all American Board of Medical Specialties areas of medicine. The team operates under the direction of the Gainwell chief medical officer and medical directors.



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What to Expect if You've been Notified of a POS Review

Claim audits are an important tool states and health plans use to control cost and ensure compliance with regulations and policies. When submitted claims are selected for POS review, you will receive a medical record request letter regarding medical records relevant to the claims in question.

The medical record request will include:

- Additional information on the audit being performed
- List of medical record documentation needed to complete the audit
- A time frame explaining when the medical record must be received
- Instructions on the best way to submit medical record documentation to Gainwell



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The medical record request letter you receive will also include contact information for our Provider Relations team, who are ready to answer any questions and help with the audit process.

After the requested medical records are received, an experienced team of nurses or physicians will perform an in-depth review of the submitted documentation. The type of audit Gainwell conducts on any group of claims can vary and will be determined by the criteria set by the state or health plan.

A determination will be made based on our findings, and a notification of review outcomes will be provided. If the notice is for inaccurate billing, we'll provide the claim information and the rationale for the determination. It's possible you may disagree with the audit findings and rationale. Detailed instructions for disputing the determination are included.

Gainwell Technologies is the nation's leading provider of digital and cloud-enabled solutions across all 50 states, US territories, and the human services and public health ecosystem. With our 13,000 experts, practitioners, and clinicians, we are uniquely positioned at the intersection of technology and healthcare – providing unmatched value through our suite of innovative products and solutions created to solve our clients' most complex challenges. We are mission-driven and outcome-focused, committed to building trusted, lasting relationships, and delivering results beyond the expected. Learn more about our people and capabilities at gainwelltechnologies.com.

