

MSP

Commercial Repayment Center  
Contractor Transition  
Performant Recovery, Inc.

**NGHP ORM Town Hall Presentation**

January 18, 2018

# Presentation Goals

- Provide the CRC stakeholder community with a clear understanding of who Performant is, and its role as the CRC
- Inform stakeholders of any material changes related to the transition of CRC contractors
- Discussion of the actual mechanics of transition (“Dark days”)
- Provide contact information for Performant
- Transition Q&A

# Performant Introduction

- Effective Friday, February 9, 2018 CGI Federal will cease operations as the Medicare MSP Commercial Repayment Center (CRC) contractor
- Performant Recovery will commence CRC operations effective Monday, February 12th, 2018
- Performant has over 40 years of recovery and collections experience with extensive knowledge delivering recovery solutions to the largest federal and state agencies
- Performant brings 10 years of recovery audit experience and expertise in Medicare and Medicaid fully-insured populations, and a long history of MSP and Medicare recovery with the Centers for Medicare and Medicaid Services (CMS) and the Department of Treasury

# Performant at a Glance

Founded in  
**1976**

**KEY MARKETS SERVED:**

Healthcare



Government



**Client-driven:**  
customer service  
culture



**Integrity-focused:**

we offer enterprise  
integrity solutions that  
enhance revenue and  
contain costs



**Long-term**  
client relationships



**1,500**  
employees



**Publicly traded**  
under PFMT (NASDAQ)



**Medicare  
Recovery  
Auditors**

**1 of 3**

Regional

**1 of 1**

National DME,  
Home Health,  
Hospice



Serving more than  
**80M**  
commercial health  
plan lives

**Headquartered**

in Bay Area (Livermore, CA)



# Transition of CRC Work

- Performant's main goal as the incoming CRC is to make this transition as smooth as possible for the public and all CRC stakeholders
- CMS's recovery processes will remain the same
- Performant will be available for outreach immediately following the transition and over the life of the contract.

# What is changing

Effective 02/12/2018, please use the Performant address and fax number for all NGHP ORM MSP correspondence:

**Medicare Commercial Repayment Center – NGHP ORM**

**P.O. Box 269003**

**Oklahoma City, OK 73126**

**FAX Number: (844) 315-7627**

**NOTES:**

- 1. CGI's Fax Servers will be turned off effective 8:00 PM EST February 6, 2018**
- 2. CGI's Call Center IVR will be turned off effective 12:00 PM EST February 9, 2018**
- 3. Performant's Fax Servers will be turned on effective 8:00 AM EST February 12, 2018**
- 4. Performant's Call Center IVR will be turned on effective 8:00 AM EST February 12, 2018**
- 5. HARDCOPY (PAPER) INFORMATION RECEIVED PRIOR TO FEBRUARY 12, 2018 WILL BE HELD BY PERFORMANT AND NOT PROCESSED UNTIL FEB. 12<sup>TH</sup>**

# What is remaining the same

- All current case information will be transitioned from CGI Federal to Performant as the CRC
- As the incoming CRC, Performant will have access to complete case histories, including copies of communications, correspondence and contact information, including authorizations.
- All recovery processes, including established timeframes, will remain the same as CGI Federal
- Performant will continue with outreach calls and related stakeholder interaction as the current CRC to ensure all needs are met timely, accurately and completely
- The CRC Call Center will be available from 8AM – 8PM (EST)
- The Performant CRC Call Center can be reached via the current COB&R toll-free telephone number: (855) 798-2627

# What is remaining the same

- All current cases initiated by CGI **will be transitioned** from CGI Federal to Performant as the CRC
- As the incoming CRC, Performant will have access to complete case histories, including copies of communications, correspondence and contact information, including authorizations.

# Transition Cutover ("Dark Days")

- February 8-9, 2018, will be "dark days" for CRC operations
  - Telephone calls may be taken, but the information given will only reflect case information that is effective as of close of business Wednesday, February 7 for CRC cases
  - The CRCP will not be available
  - The MSPRP will be available for CRC cases but will only reflect information effective as of close of business Wednesday, February 7. Please note that you will not be able to upload case documentation during the dark days.
  - Any correspondence received during this window will be held and transferred to Performant on February 12
  - **NOTE: any correspondence received prior to the transition will be transferred to Performant – please do not send it twice**
- Performant will go live 8am EST February 12, 2018

# Reminder

- As of February 12, 2018, use this address and fax number for **NGHP ORM** MSP recovery correspondence:

**Medicare Commercial Repayment Center – NGHP**

**P.O. Box 269003**

**Oklahoma City, OK 73126**

**FAX Number: (844) 315-7627**

# Thank you

The Performant team thanks you for reviewing our presentation and we look forward to servicing your needs as the Medicare Secondary Payer Commercial Repayment Center contractor

# Performant Contact Information

## **Laura Martinez**

MSP CRC NGHP Recovery Manager

Performant Recovery, Inc.

(209)858-3705

[lmartinez@performantcorp.com](mailto:lmartinez@performantcorp.com)

## **Ted Doyle**

MSP CRC Project Director

Performant Recovery, Inc.

(925)337-5558

[tdoyle@performantcorp.com](mailto:tdoyle@performantcorp.com)

## **Annalisa Turturici**

MSP CRC GHP Recovery Manager

Performant Recovery, Inc.

(209)858-3599

[aturturici@performantcorp.com](mailto:aturturici@performantcorp.com)

# Questions?



# Performant Contact Information

**Medicare Commercial Repayment Center – NGHP ORM**

**P.O. Box 269003**

**Oklahoma City, OK 73126**

**FAX Number: (844) 315-7627**

**NOTES:**

- 1. CGI's Fax Servers will be turned off effective 8:00 PM EST February 6, 2018**
- 2. CGI's Call Center IVR will be turned off effective 12:00 PM EST February 9, 2018**
- 3. Performant's Fax Servers will be turned on effective 8:00 AM EST February 12, 2018**
- 4. Performant's Call Center IVR will be turned on effective 8:00 AM EST February 12, 2018**
- 5. HARDCOPY (PAPER) INFORMATION RECEIVED PRIOR TO FEBRUARY 12, 2018 WILL BE HELD BY PERFORMANT AND NOT PROCESSED UNTIL FEB. 12<sup>TH</sup>**