

Health Care Compliance Association

HCCA Update: 60-Day Overpayment Rule Considerations

November 18, 2016

Sara Kay Wheeler

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Goals of Session

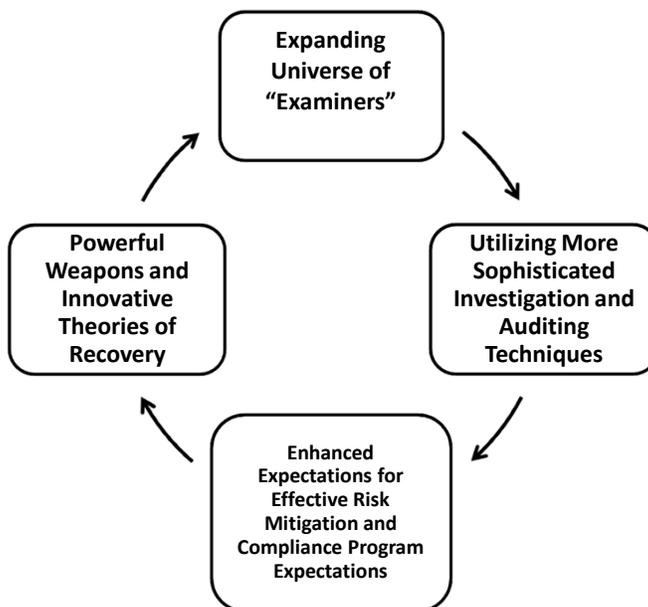
- Overview of Enforcement and Compliance Environment
- Mechanics of the 60-Day Rule
- Operationalizing the 60-Day Rule: Key Questions and Considerations
- Questions

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Enforcement and Compliance Environment

Complex Enforcement and Compliance Environment



Enforcement Environment

- Increased *Qui Tam* cases.
- Increased FCA penalties.
 - The *minimum* per claim penalty increased to \$10,781, and the *maximum* increased to \$21,563.
- New breed of whistleblower.
- *Universal Health Services, Inc. v. United States ex rel. Escobar*.
- Enhanced Medicaid enforcement.

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FCA Enforcement of 60-Day Rule

- *Kane ex rel. New York v. Healthfirst, Inc.*, 11 CIV. 2325 (ER) (S.D.N.Y. Aug. 3, 2015)
 - Healthcare provider erroneously submitted claims to Medicaid for payment due to a software error. The provider failed to fully investigate and identify all overpayments until two years later.
 - The court interpreted “identification” to include situations where *“a person is put on notice that a certain claim may have been overpaid.”*
- Parties settled for **\$2.95 million** on August 23, 2016

FCA Enforcement of 60-Day Rule

- **August 2015: Pediatric Services of America Settlement**
 - **\$6.88 million** settlement to resolve allegations that provider, among other things, failed to investigate credit balances on its book to determine whether the credit balances resulted from overpayments made by federal healthcare programs.
 - DOJ described the settlement as “the first of its kind” and “precedent-setting.”

OIG Audit – NY Pres. (August 2016)

- OIG released audit findings for New York Presbyterian Hospital.
- Published by OIG in August 2016 but audit period covered calendar years 2011 and 2012.
- Sample of 285 claims resulted in findings of an alleged overpayment of over \$800K.
 - On the basis of that sample, OIG extrapolated to a universe of 3,884 claims, resulting in a total alleged overpayment of over \$14 million.

OIG Audit – NY Pres. (Cont’d)

- OIG recommended that the hospital “exercise reasonable diligence to investigate the potential overpayments *outside of the Medicare reopening and recovery periods* and work with the Medicare contractor to return any identified overpayments . . . *in accordance with the 60-day repayment rule.*”
- Hospital’s response:
 - All claims reviewed were subject to statutory and administrative finality limitations;
 - Time-barred claims are not Overpayments; and
 - Claims for which the hospital disagreed with OIG’s findings were not “identified” overpayments under the 60-day rule.

Individual Accountability: 1 Year Post Yates Memo

- **Yates Memo Overview**
 - On September 9, 2015, Deputy Attorney General, Sally Quillian Yates, issued a memorandum (the Yates Memo) regarding individual accountability for corporate wrongdoing.
 - Provides guidance for both civil and criminal investigations.
 - Emphasizes the need to hold individuals who perpetrated corporate wrongdoing accountable.
- **Discuss Impact of Yates Memo**

1 Year Post Yates Memo: Enforcement Examples



Former Tuomey CEO to personally pay \$1 million to settle False Claims Act case

Legal & Regulatory Issues Ex-hospital CFO, physicians guilty in \$580M kickback scheme

Written by Ayla Ellison (Twitter) | Google+ | November 25, 2015 | Print | Email

82 The ex-CFO of the now-defunct Pacific Hospital in Long Beach, Calif., was among those who recently reached a plea agreement with prosecutors for his involvement in a fraud scheme that generated \$580 million in false billings, according to the Department of Justice.

23 Others involved in the scheme, including two orthopedic surgeons, have agreed to plead guilty in coming weeks.

5 The 15-year-long fraud scheme involved Pacific Hospital's former-CEO and others submitting bills to workers' compensation insurers and the U.S. Department of Labor for spinal surgeries. The surgeries were performed on patients who had been referred by dozens of physicians.

1 Year Post Yates Memo: Enforcement Examples (cont'd)

Law360, New York (August 10, 2016, 1:53 PM ET) -- The former chief financial officer of an Alabama nonprofit health clinic for the poor and homeless will serve 17 years in prison and forfeit nearly \$2 million for her role in an \$11 million fraud against two clinics and the

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Ex-Clinic CFO Gets 17 Years After Taking \$11M From Grants

By Dani Kass

Law360, New York (August 10, 2016, 1:53 PM ET) -- The former chief financial officer of an Alabama nonprofit health clinic for the poor and homeless will serve 17 years in prison and forfeit nearly \$2 million for her role in an \$11 million fraud against two clinics and the federal government, the U.S. Department of Justice announced Tuesday.

Terri McGuire Mollica, 50, has pled guilty to participating in a scheme involving siphoning federal grant money given to Birmingham Health Care and Central Alabama Comprehensive Health in Tuskegee to private entities and then to private individuals, including herself. Chief U.S. District Judge Karon O. Bowdre sentenced Mollica to 17 years in prison for the scheme in which prosecutors say she personally profited about \$1.7 million.

JUSTICE NEWS

Department of Justice
Office of Public Affairs

FOR IMMEDIATE RELEASE

Monday, September 19, 2016

North American Health Care Inc. to Pay \$28.5 Million to Settle Claims for Medically Unnecessary Rehabilitation Therapy Services

Chairman of the Board and Senior Vice President of Reimbursement Analysis to Pay an Additional \$1.5 Million

North American Health Care Inc. (NAHC), its chairman of the board, John Sorenson, and its senior vice president of Reimbursement Analysis, Margaret Gelvezon, have agreed to pay a total of \$30 million to resolve allegations that they violated the False Claims Act by causing the submission of false claims to government health care programs for medically unnecessary rehabilitation therapy services provided to residents at NAHC's skilled nursing facilities (SNFs), the Department of Justice announced today. Under the settlement agreement, NAHC has agreed to pay

Chairman of the Board and Senior Vice President of Reimbursement Analysis to Pay an Additional \$1.5 Million

head of the Justice Department's Civil Division. "Health care providers will be held accountable if they bill for unnecessary services or treatment."

OIG's Focus on Individual Accountability: CIA Developments

Example of Management Certification Provision

██████████ shall report to OIG, in writing, any changes in the composition of the Board, or any actions or changes that would affect the Board's ability to perform the duties necessary to meet the obligations in this CIA, within 15 days after such a change.

4. **Management Certifications.** In addition to the responsibilities set forth in this CIA for all Covered Persons, certain ██████████ employees (Certifying Employees) are specifically expected to monitor and oversee activities within their areas of authority and shall annually certify that the applicable ██████████ department is in compliance with applicable Federal health care program requirements and with the obligations of this CIA. These Certifying Employees shall include, at a minimum, the following: Chief Executive Officer; Chief Financial Officer; Chief Clinical Officer; Chief Nursing Officer; Executive Vice President, Physician Strategy and Alignment; Vice President, Programs of Excellence; Vice President, Post Acute Services and Regional Development; and Chief Administrative Officer. For each Reporting Period, each Certifying Employee shall sign a certification that states:

"I have been trained on and understand the compliance requirements and responsibilities as they relate to [insert name of department], an area under my supervision. My job responsibilities include ensuring compliance with regard to the [insert name of department] with all applicable Federal health care program requirements, obligations of the Corporate Integrity Agreement, and ██████████ policies, and I have taken steps to promote such compliance. To the best of my knowledge, except as otherwise described herein, the [insert name of department] of ██████████ is in compliance with all applicable Federal health care program requirements and the obligations of the Corporate Integrity Agreement. I understand that this certification is being provided to and relied upon by the United States."

If any Certifying Employee is unable to provide such a certification, the Certifying Employee shall provide a written explanation of the reasons why he or she is unable to provide the certification outlined above.

Within 120 days after the Effective Date ██████████ shall develop and implement a written process for Certifying Employees to follow for the purpose of completing the certification required by this section (e.g., reports that must be reviewed, assessments that must be completed, sub-certifications that must be obtained, etc. prior to the Certifying Employee making the required certification).

██████████
REDACTED

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4. Management Certifications.

"I have been trained on and understand the compliance requirements and responsibilities as they relate to [insert name of department], an area under my supervision. My job responsibilities include ensuring compliance with regard to the [insert name of department] with all applicable Federal health care program requirements, obligations of the Corporate Integrity Agreement, and ██████████ policies, and I have taken steps to promote such compliance. To the best of my knowledge, except as otherwise described herein, the [insert name of department] of ██████████ is in compliance with all applicable Federal health care program requirements and the obligations of the Corporate Integrity Agreement. I understand that this certification is being provided to and relied upon by the United States."

Escalating Compliance Program Expectations

- Mandatory Compliance Programs (ACA § 6401(a)(8))
- DOJ Compliance Counsel
- CIA Trends
 - Enhanced Board Oversight
 - Compliance Expert
 - Active Risk Assessment and Mitigation

CIAs: Risk Assessments

Example of Risk Assessment and Internal Review Process

III.D and (b) concluded that it is, in fact, independent and objective, in accordance with the requirements specified in Appendix A to this CIA.

E. Risk Assessment and Internal Review Process

Within 120 days after the Effective Date, [REDACTED] shall develop and implement a centralized annual risk assessment and internal review process to identify and address risks associated with the submission of claims for items and services furnished to Medicare and Medicaid program beneficiaries. The risk assessment and internal review process shall include: (1) a process for identifying and prioritizing potential risks; (2) developing an assessment plan to evaluate and respond to potential risks, including internal auditing and monitoring of the potential risk areas; (3) developing action plans to remediate potential risks; and (4) tracking results to assess the effectiveness of the risk assessment and internal review process, including any remediation efforts that [REDACTED] pursues. The risk assessment and internal review process shall require compliance, legal, and other materials it reviewed, as well as any additional support of making the resolution below during each Reporting Period; and for each Reporting Period of the CIA, adopting a resolution signed by each member of the Board (or a committee of the Board) summarizing its review and oversight of [REDACTED] compliance with Federal health care program requirements and the obligations of this CIA.

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process shall include: (1) a process for identifying and prioritizing potential risks; (2) developing an assessment plan to evaluate and respond to potential risks, including internal auditing and monitoring of the potential risk areas; (3) developing action plans to remediate potential risks; and (4) tracking results to assess the effectiveness of the risk assessment and internal review process, including any remediation efforts that [REDACTED] pursues. The risk assessment and internal review process shall require compliance, legal,

F. Disclosure Program

[REDACTED] has established a Disclosure Program that includes a toll-free compliance telephone line to enable individuals to disclose to the Compliance Officer or some other person who is not in the disclosing entity any identified issues or questions associated with the program. The procedures with respect to a Federal health care program being a potential violation of criminal, civil, or administrative law, shall be maintained for the duration of the CIA. The Disclosure Program shall continue to emphasize a nonretaliation policy, and shall include a reporting mechanism for which appropriate confidentiality shall be maintained. If a disclosure, the Compliance Officer (or designee) shall gather and maintain the information in prominent communication for the duration of the CIA.

Corporate Integrity Agreement [REDACTED]

CIAs: Board Resolutions

3. Board of Directors Compliance Obligations. The Board of Directors (or a committee of the Board) of [REDACTED] (Board) shall be responsible for the review and oversight of matters related to compliance with Federal health care program requirements and the obligations of this CIA. The Board (or a committee of the Board) must include independent (i.e., non-executive) members.

The Board (or a committee of the Board) shall, at a minimum, be responsible for the following:

- a. meeting at least quarterly to review and oversee the [REDACTED] Compliance Program, including but not limited to the performance of the Compliance Officer and Compliance Committee;
- b. submitting to the OIG a description of the documents and other materials it reviewed, as well as any additional support of making the resolution below during each Reporting Period; and
- c. for each Reporting Period of the CIA, adopting a resolution signed by each member of the Board (or a committee of the Board) summarizing its review and oversight of [REDACTED] compliance with Federal health care program requirements and the obligations of this CIA.

At minimum, the resolution shall include the following language:

"The Board of Directors (or name of applicable committee of the Board) has made a reasonable inquiry into the operations of [REDACTED] Compliance Program including the performance of the Compliance Officer and the Compliance Committee. Based on its inquiry and review, the Board (or a committee of the Board) has concluded that, to the best of its knowledge, [REDACTED] has implemented an effective Compliance Program to meet Federal health care program requirements and the obligations of the CIA."

If the Board (or a committee of the Board) is unable to provide such a conclusion in the resolution, the Board (or a committee of the Board) shall include in the resolution a written explanation of the reasons why it is unable to provide the conclusion and the steps it is taking to implement an effective Compliance Program at [REDACTED].

Corporate Integrity Agreement [REDACTED]

At minimum, the resolution shall include the following language:

"The Board of Directors (or name of applicable committee of the Board) has made a reasonable inquiry into the operations of [REDACTED] Compliance Program including the performance of the Compliance Officer and the Compliance Committee. Based on its inquiry and review, the Board (or a committee of the Board) has concluded that, to the best of its knowledge, [REDACTED] has implemented an effective Compliance Program to meet Federal health care program requirements and the obligations of the CIA."

CIA: Retention of a Compliance Expert

Example of Compliance Expert Provision

3. **Board of Directors Compliance Obligations.** The Board of Directors (or a committee of the Board) of [REDACTED] (Board) shall be responsible for the review and oversight of matters related to compliance with Federal health care program requirements and the obligations of this CIA. The Board must include independent (i.e., non-executive) members.

The Board shall, at a minimum, be responsible for the following:

- a. meeting at least quarterly to review and oversee [REDACTED] compliance program, including but not limited to the performance of the Compliance Officer and Compliance Committee;
- b. submitting to the OIG a description of the documents and other materials it reviews, as well as any additional steps taken, such as the engagement of an independent advisor or other third party reviews, in its oversight of the compliance program and in support of making the resolution below during each Reporting Period;
- c. for each Reporting Period of the CIA, adopting a resolution, signed by each member of the Board summarizing its review and oversight of [REDACTED] compliance with Federal health care program requirements and the obligations of this CIA; and
- d. for the second and fourth Reporting Periods of the CIA, the Board shall retain an individual or entity with expertise in compliance with Federal health care program requirements (Compliance Expert) to perform a review of the effectiveness of [REDACTED] Compliance Program (Compliance Program Review). The Compliance Expert shall create a work plan for the Compliance Program Review and prepare a written report about the Compliance Program Review. The written report (Compliance Program Review Report) shall include a description of the Compliance Program Review and any recommendations with respect to [REDACTED] compliance program. The Board shall review the Compliance Program Review Report as part of its review and oversight of [REDACTED] compliance program. A copy of the Compliance Program Review Report shall be provided to OIG in the Annual Report submitted for the second and fourth Reporting Periods by [REDACTED]. In addition, copies of any materials provided to the

[REDACTED]

Corporate Integrity Agreement

- d. for the second and fourth Reporting Periods of the CIA, the Board shall retain an individual or entity with expertise in compliance with Federal health care program requirements (Compliance Expert) to perform a review of the effectiveness of PSA's Compliance Program (Compliance Program Review). The Compliance Expert shall create a work plan for the Compliance Program Review and prepare a written report about the Compliance Program Review. The written report (Compliance Program Review Report) shall include a description of the Compliance Program Review and any recommendations with respect to PSA's compliance program. The Board shall review the Compliance Program Review Report as part of its review and oversight of PSA's compliance program. A copy of the Compliance Program Review report shall be provided to OIG in the Annual Report submitted for the second and fourth Reporting Periods by PSA. In addition, copies of any materials provided to the Board by the Compliance Expert, along with minutes of any meetings between the Compliance Expert and the Board, shall be made available to the OIG upon request.

Focus on Voluntary Self-Disclosures

- Recent Remarks from OIG Inspector General At HCCA Compliance Institute (April 2016)
 - **Self-disclosure** is now the mark of an effective compliance program.
 - **Self-correction** was specifically emphasized by Daniel Levinson as a pillar in the pursuit of the establishment of a strong healthcare institution.
- **At its core, the 60-day overpayment rule is a combination of self-disclosure and self-correction.**

Updated OIG Permissive Exclusion Authority

- Confluence of industry developments reflected in updated OIG permissive exclusion guidance.
- On April 18, 2016, OIG issued a revised policy statement containing the new criteria that OIG intends to use in implementing its permissive exclusion authority under 42 U.S.C.A. § 1320a-7(b)(7) (Revised Policy).



Updated OIG Permissive Exclusion Authority (cont'd)

- **Examples of Key Aspects of the Revised Policy**
 - **Individual Accountability**
 - In the case of an individual, if the individual organized, led, or planned the unlawful conduct, this indicates higher risk.
 - In the case of an entity, if individuals with managerial or operational control at or on behalf of the entity organized, led, or planned the unlawful activity, this indicates higher risk.
 - If the person's cooperation resulted in criminal, civil, or administrative action or resolution with or against other individuals or entities, this further indicates lower risk.
 - **Internal Investigations**
 - If the person initiated an internal investigation *before becoming aware of the Government's investigation to determine who was responsible for the conduct*, and shared the results of the internal investigation with the government, this indicates lower risk.
 - *If the person self-disclosed the conduct cooperatively and in good faith as a result of the internal investigation, prior to becoming aware of the Government's investigation*, this indicates lower risk.

Updated OIG Permissive Exclusion Authority (cont'd)

- **Examples of Key Aspects of the Revised Policy (cont'd)**

- **Compliance Program**

- The existence of a compliance program that incorporates the seven elements of an effective compliance program does not affect the risk assessment.
- The absence of a compliance program that incorporates the seven elements of an effective compliance program indicates higher risk.
- If the entity has devoted significantly more resources to the compliance function, this indicates lower risk.

- **History of Self Disclosures**

- If the person has a *history*, prior to becoming aware of the investigation, of *significant self-disclosures* made appropriately and in good faith to OIG, CMS (for Stark law disclosures), or CMS contractors (for non-fraud overpayments), this indicates lower risk.

Mechanics of the 60-Day Rule

The Affordable Care Act Law

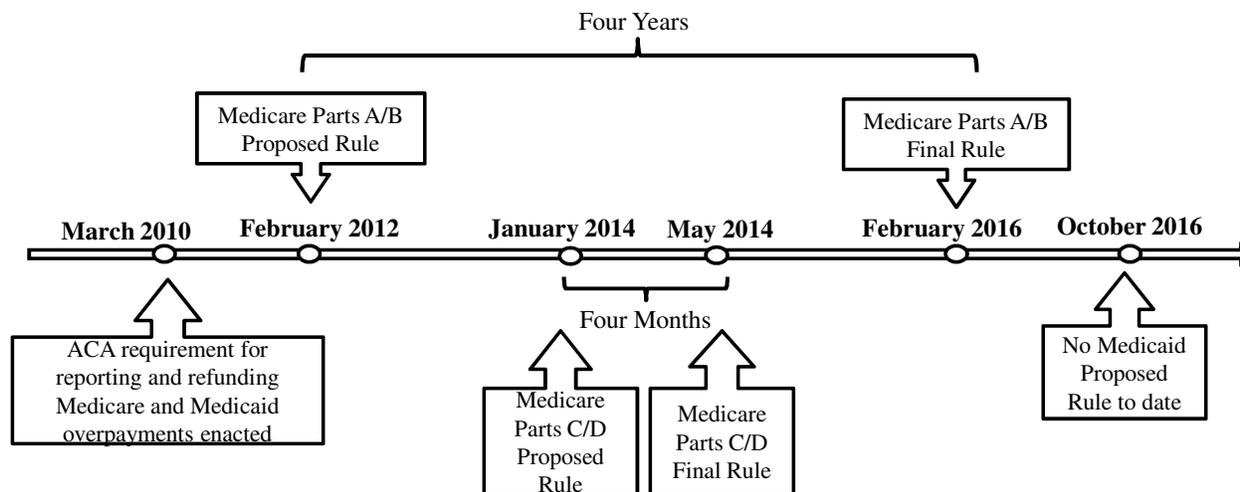
- March 23, 2010: Enactment of the Affordable Care Act (ACA)
- Section 6402(a) of the ACA (now codified at 42 U.S.C. § 1320a-7k(d)):
 - A person who has received an overpayment must report and return the overpayment within either 60 days after the date on which the overpayment was **identified** or on the date any corresponding cost report is due, whichever is later.
 - The term “overpayment” means any **Medicare** or **Medicaid** funds that a person receives or retains to which the person, after **applicable reconciliation**, is not entitled.

The Affordable Care Act Law

- Section 6402(a)'s obligation to report and return overpayments applies to:
 - Providers
 - Suppliers
 - Medicaid Managed Care Organizations
 - Medicare Advantage Organizations
 - Prescription Drug Plan Sponsors
- CMS was charged with issuing implementing regulations. However, Section 6402(a) did not require implementing regulations to become effective.

Failure to report and return an overpayment can result in **False Claims Act (FCA)** and **Civil Monetary Penalties (CMP)** liability, as well as **exclusion from participation** in federal health care programs.

Timeline of Significant Overpayment Developments



“Identification” Defined: A/B Final Rule

- Medicare Parts A /B Final Rule: New regulatory definition in 42 C.F.R. § 401.305(a)(2)
 - An overpayment is identified “when the person **has, or should have** through the **exercise of reasonable diligence, determined** that the person has received an overpayment and **quantified** the amount of the overpayment.”
- This definition includes two key concepts:
 1. Concept of reasonable diligence
 2. Quantification

Concept of Reasonable Diligence

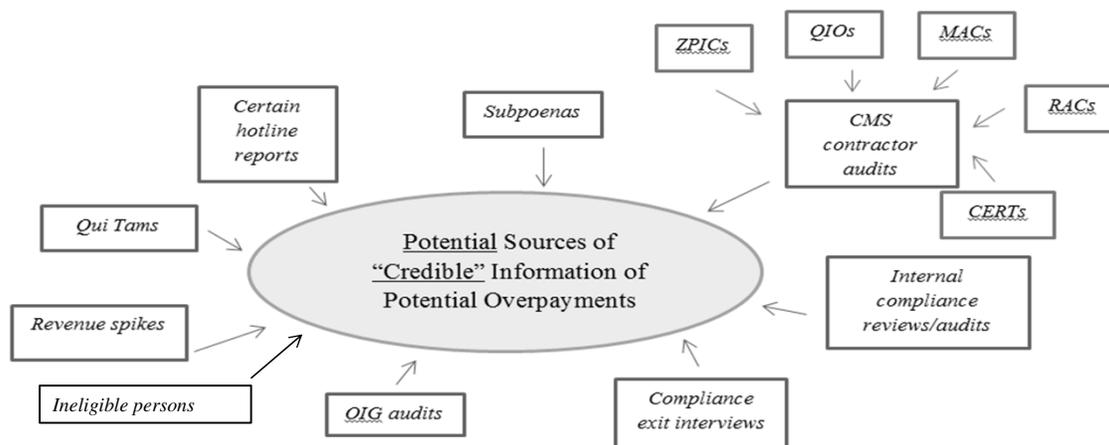
- The finalized definition of “identification” incorporates concept of “**reasonable diligence.**”
- In the Final Rule, CMS stated that reasonable diligence includes both **proactive** compliance activities and **reactive** investigative activities.
 - Size and scope of compliance programs will vary, but having no compliance activities may expose the provider to liability.
- When does the 60-day clock begin to tick?
 1. When the exercise of reasonable diligence is completed, *or*
 2. If there is a failure to exercise reasonable diligence, on the day *when the person received credible information of a potential overpayment.*



Credible Information of Potential Overpayments

- Keyword—Potential Overpayments.
- Receipt of “credible information” triggers a duty to investigate.
 - “Credible information” is not specifically defined, but includes information that “*supports a reasonable belief that an overpayment may have been received.*”
 - CMS specifically rejected an evidentiary standard—instead adopted credible “information” standard.

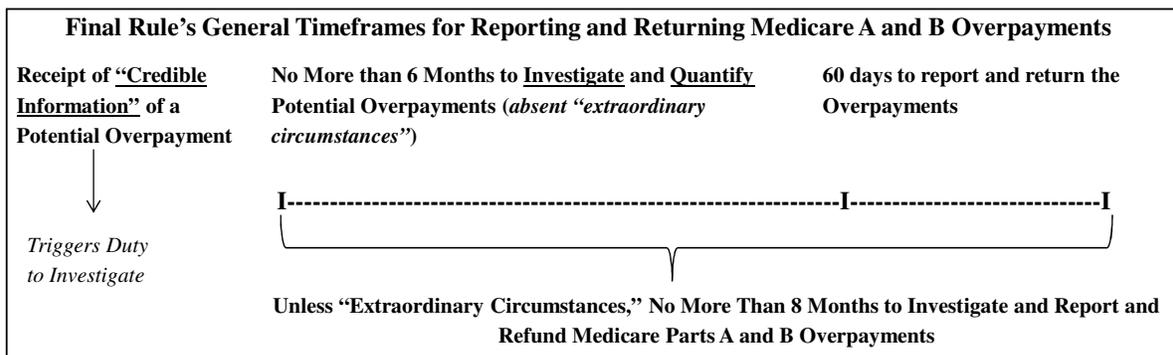
Potential Sources of “Credible” Information (Not Exhaustive)



Quantifying a Potential Overpayment

- For **Medicare Parts A/B**, an overpayment is not “identified” until **quantified** (although there are time constraints for quantifying).
 - Prior to the issuance of the final Medicare Parts A/B rule, there was significant discussion in the industry regarding quantification issue.
 - Quantifying an overpayment can present numerous complexities and can involve significant effort.
 - Can use “statistical sampling, extrapolation methodologies and other methodologies as appropriate to determine the amount of the overpayment, rather than identifying every claim.”
 - Must explain in an overpayment report how the amount of the overpayment was calculated if statistical and extrapolation methods are used.

Medicare Parts A/B Overpayment Final Rule: Timeline



Lookback Period

- Pursuant to the Medicare Parts A/B Final Rule, Medicare Parts A/B overpayments must be reported and returned "only if a person identifies the overpayment within **six years** of the date the overpayment was received."
- **Maximum Threshold** - providers should not be foreclosed from using a more limited lookback period if justified by the relevant circumstances (coverage change or EHR system conversion).
- Practical challenges of lookback period:
 - Recordkeeping difficulties
 - Evolving regulatory standards
 - Audit resources
 - Potential need for statistical sampling resources

Operationalizing the 60-Day Rule: Key Questions and Considerations

How to Effectively Implement the 60-Day Rule?

**High Stakes -- Darling of
Govt./Whistleblowers**

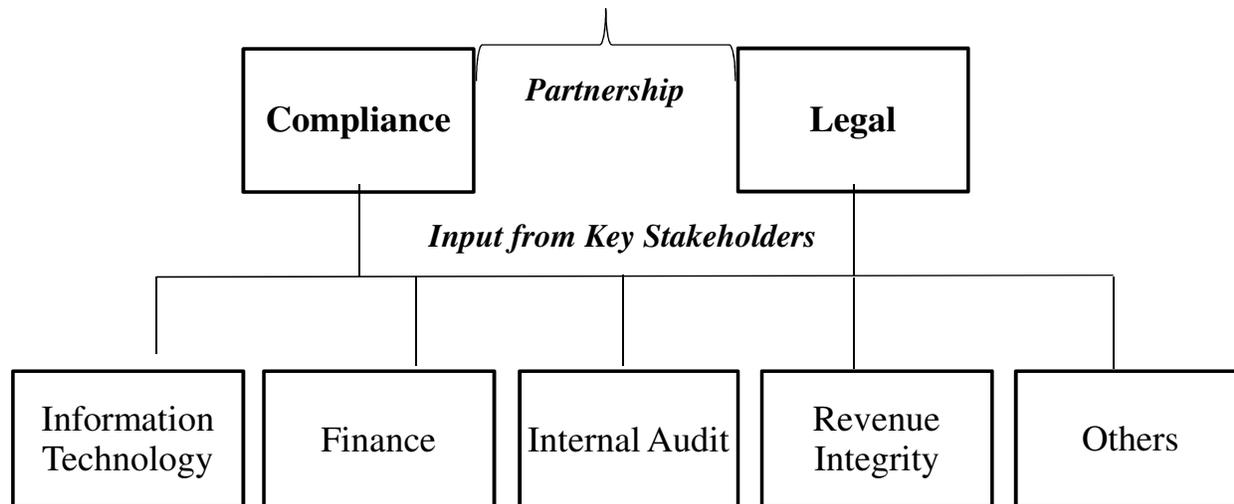
**Complex law and regulation
- many gray areas**



**Complex Organization /
Numerous Impacted
Stakeholders**

**How to prioritize limited
resources**

Who is charged with development and deployment?



What is Considered an Overpayment under the 60-Day Rule?

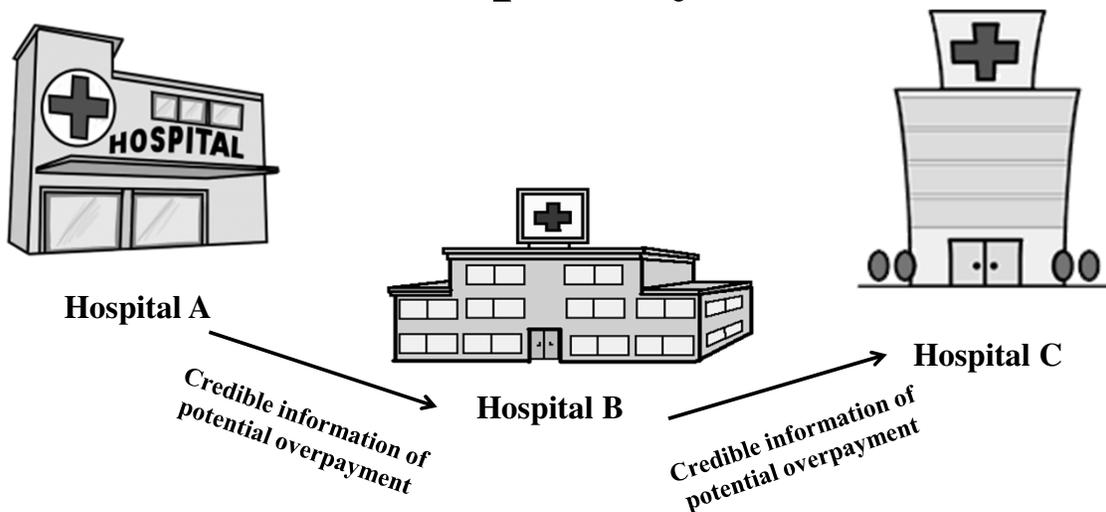
- Overpayment is defined to include “any funds that a person receives or retains under *sub-chapter XVIII or XIX* to which the person, after applicable reconciliation, is not entitled under such subchapter.” 42 U.S.C. § 13201-7.
- Consider potential scenarios involving funds that arguably could be received *outside* of sub-chapter XVIII or XIX
 - **Certain** research grants provided by the National Institute of Health.
- CMS explicit that cause of overpayment does **not** impact the provider’s obligations to report and return.
 - Overpayments must be returned even if provider not at fault.

What Falls Under the 60-Day Rule Overpayment Umbrella?

- Payments for non-covered services
- Duplicate payments
- Medicare payments when another party responsible for payment
- Inappropriate coding or upcoding
- Payments received in violation of AKS or Stark
- Medicare and Medicaid HMO payments
- EHR incentive payments
- Value-based program payments
- Accountable Care Organization shared savings

Note: This list is **not** exhaustive.

Credible Information – Application to Multi-Hospital Systems?



Who determines what is “credible information” of potential overpayment?

- Who at your organization has the authority to determine what is “credible information”?
- Who is responsible for documenting all important decisions regarding the investigation of potential overpayments, including whether (and when) certain information was ultimately determined to be a “credible” source of information?

How are potential sources of “credible information” analyzed?

- What standards are used?
- How is this analysis documented?

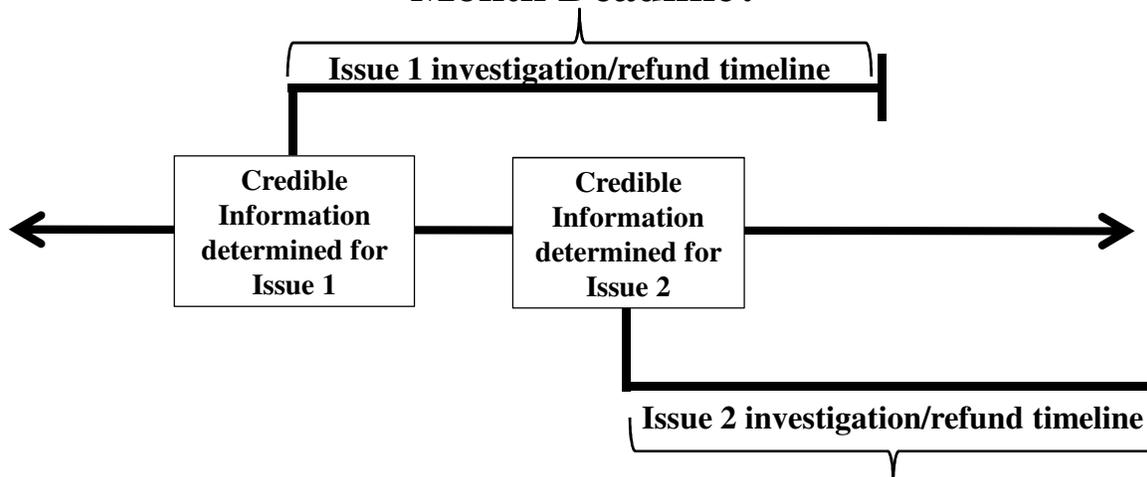


Who keeps an eye on the 60-day timelines?

- Who determines when the timeline for the 60-day analysis is triggered?
- Who is responsible for tracking the 60-day and 6-month investigation timeframes?
- What tools are used to keep track of these deadlines?



Timeline Considerations: What is Subject to the Initial 6-Month Deadline?



Policies, Procedures and Protocols

- **Assessment of Key Policies**
 - **Overpayment policy**
 - All payors?
 - Separate policy for Federal payors?
 - **Internal investigations policy**
 - Important in light of 6 month investigation timeline articulated in Final Rule
 - Lookback period considerations – who determines investigation look-back period?

Policies, Procedures and Protocols

- **Assessment of Key Procedures and Protocols**
 - **Audit protocols**
 - **Self-disclosure processes**
 - **Others**
- **Who at your organization is responsible for leading assessment of policies, procedures and protocols?**

Additional Considerations

- Appeals/Contractor Denials.
 - CMS stated that it believes that “contractor overpayment determinations are always a credible source of information for other potential overpayments.”
 - Given this commentary, consider evaluating who within the organization reviews appeal decisions and makes determinations regarding whether to appeal particular decisions.

Additional Considerations (cont'd)

- Consider industry recognized error rates
 - For example, QIO patient status reviews
 - Government and qui tam relators may attempt to use error rates as a sword:
 - *United States ex rel. Keltner v. Lakeshore Med. Clinic, Ltd.*, No. 11-CV-00892 (E.D. Wis. Mar. 28, 2013).

Additional Considerations (cont'd)

- Refunding Logistics/Documentation
 - Consider overpayment refund strategies with relevant payors
 - How much information regarding efforts to comply with the 60 day rule will be provided?

Additional Considerations (cont'd)

- Providers may face challenges in ensuring contractors process voluntary refunds.
 - Consider potential need for follow-up.
 - Consider advantages of providing certain voluntary refunds through checks, rather than electronic processing.
 - How are refunds documented?

Q&A

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