



# Medicaid Recovery Audit Contractor

First in Medicaid recoveries. First in Medicaid RAC.

**For more than 25 years, HMS has worked in the Medicaid claiming environment to identify, audit, and recover improper Medicaid payments for both fee-for-service and managed care populations. As a result, HMS has become the leading Medicaid Recovery Audit Contractor (RAC) in the country.**

## A collaborative approach

We understand the potential burden these audits can cause for providers. Our emphasis is on making the process easier, so you can stay in compliance while focusing on the primary goal of caring for patients. We offer a 24/7 web-based provider portal to help you navigate the audit process, including responding to requests and submitting questions.

At HMS, our data analysis extends to all claim types, allowing us to identify overpaid claims, target potential improper payments, and highlight suspect providers. Our methods lead to an extraordinarily low appeal and overturn rates. And, this collaborative approach to recovery protects the relationship between our clients and their providers.

As a Medicaid RAC, we do not deny care or impact clinical decisions made by providers. We review claims after care has

been provided to the patient. Hospitals have already received their Medicaid payments by the time an audit is conducted.

## Finding your ideal Medicaid RAC partner

What are the qualifications of the ideal Medicaid RAC partner? Only you can decide. In developing your Medicaid RAC solution, be sure to look for a partner with proven



experience in delivering mission-critical healthcare solutions to Medicaid agencies that reduce costs, advance the quality of care, and promote public health.

The ideal partner will be able to deliver a solution designed to support the identification, validation, audit, billing, and recovery of claims.

You should look for:

- Accurate determinations
- Effective provider outreach and education
- Rapid implementation and exceptional results
- Low rate of overturn for appealed claims
- Minimal disruption or administrative burden on client staff and resources
- Outstanding customer service
- Experience working with Medicaid claims data and regulations

## Key indicators of an effective Medicaid RAC partner

Consider these five key indicators when evaluating a vendor's experience and capabilities to determine if they will serve as an effective partner:

- The right experience and credentials
- Effective strategies and processes to maximize recoveries
- Superior business application technology with full infrastructure management capabilities
- Effective client and provider communication
- Ability to deliver results

Whether you have questions about Medicaid RAC, need to know what to expect from a Medicaid RAC contractor, or if you need more details behind how to choose a Medicaid RAC partner, HMS is here to help you make an informed decision.

**We're HMS. As leaders in the Medicaid RAC industry, contact us to find out how we can help you.**

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



### Enterprising healthcare

HMS provides the broadest range of cost containment solutions in healthcare to help payers improve performance. Using innovative and time-tested technology and analytics, we prevent and recover improper payments related to fraud, waste, and abuse. As a result of our services, customers recoup billions of dollars every year and save billions more through the prevention of erroneous payments.