

Welcome to CGI ProperPay!

CGI ProperPay analyzes medical claims using industry standard edits, proprietary edits, advanced algorithms, and cross-claim/historical claim analysis to identify claims requiring further review for potential fraud, waste and abuse. CGI ProperPay enables healthcare payers to easily and securely submit pre-pay and post-pay medical claims in an 837 file format. Once your file has been fully ingested, a 999 report indicating errors in the file submitted is provided, identifying sections of the 837 file that could not be analyzed by CGI ProperPay.

CGI ProperPay also provides a downloadable file of pre-pay claims recommended for payment suspension and/or post-pay claims recommended for audit. This report may be imported into your claims or case management system to manage all follow up activities.

Fully analyzed claims are immediately updated into the ProperPay Dashboard reports to give real-time analysis and anomaly detection of all claims in you claim history.

Frequently Asked Questions:

1. What file format is uploaded into CGI ProperPay?

ProperPay accepts 837I and 837P claim files, in either .txt, .edi, or .x12 file extensions. Both Pre-pay and post-pay medical claims may be submitted for analysis.

2. What data fields are required for processing in CGI ProperPay?

CGI ProperPay requires claims to be submitted with the data fields defined in the standard EDI 837I and 837P Health Care Claim format.

3. What types of analytic reports are provided by CGI ProperPay?

CGI ProperPay contains a set of comprehensive reports in an online dashboard using graphics and visualizations to provide valuable insights into medical claims. Reports provided are as follows:

A. File Summary

Displays a high level overview of descriptive statistics pertaining to the claims submitted in the last file ingested, presenting information in a variety of ways including charge amounts by provider, claim type, and potential savings by edit type.

B. Doctor Shopping

Maps to help identify patients who may be doctor shopping or traveling from provider to provider in search of referrals or procedures that may not be medically necessary.

C. Impossible Day

Provides an in-depth look into the billing practices of providers in your network, who may be billing for more services than are feasible to perform in a given day.

D. Provider Profile-Time Series

Frequently Asked Questions

- Reviews provider habits over time (in conjunction with the Impossible Day scenario) to glean new insights into what can be defined as “normal” behavior for a given provider. These insights help illuminate areas that may require additional research.
- E. **Network Analysis**
Displays a visualization to highlight potential relationships that may exist between a medical provider and a laboratory.
 - F. **Up-coding Anomalies**
Examines various groupings of procedure codes that may be prone to up-coding.
 - G. **Edits Summary**
A graphical summation by audit type group of the results of the analytics performed against the submitted file of claims.
 - H. **DRG Charge/Service Comparison**
Reviews the average charges per day for a given DRG by provider, and compares those figures to Medicare standards for that DRG in order to help identify potential outliers.
 - I. **Edit-Bypassing Modifier Usage**
Provides a breakdown to identify the frequency with which providers are using modifiers that may bypass analytical edits without triggering a potential claim for further investigation.
4. **Can I upload historical medical claims to serve as reference claims for the ProperPay analytics process?**
- Yes. To provide a full suite of claim analytics, many of the CGI ProperPay edits require patient history or historical claim data. New clients may elect to pre-populate the system with claim history, using the 837I or 837P format. CGI ProperPay stores a maximum of 3 years of claim history. The rolling 3 year period is automatically updated based on the date the claim was ingested into ProperPay.
5. **Does CGI ProperPay review older claims?**
- Yes, CGI ProperPay is designed to analyze claims with a date of service as of 10/1/2015 or later with ICD-10 coding.
6. **How often can I load claims into CGI ProperPay?**
- You may load claims as often as you would like. Claims may be submitted via simple drag and drop or browse via the CGI ProperPay user interface.
7. **Does CGI ProperPay store ingested claims in a claims repository?**
- Yes, CGI ProperPay stores up to three years of claim history. However, CGI ProperPay is not a system of record or an archive for medical claims.

8. How does CGI ProperPay handle claim adjustments and voided claims?

CGI ProperPay recognizes and manages claim adjustments when claims are submitted as follows:

A. Current Claim Number

This is the new version of the claim and reported in the Payer Claim Control Number segment (REF F8) of the 837 file.

B. Replaced Claim Number

This is the previous claim number that the new claim number replaces. The new claim number must be placed in the Adjusted Re-priced Claim Number segment (REF 9C). Every claim adjustment must be reported using this field so that CGI ProperPay will recognize it as an adjusted claim.

To denote a voided claim, enter an “8” in the third digit of the billing type field on the 837 file. CGI ProperPay will use this field to recognize and void the claim.

9. What types of edits and algorithms are processed in CGI ProperPay?

CGI ProperPay edits and analyzes claims using Medicare Policy and NCCI edits, along with pre-pay, professional and other proprietary edits. These edits can be enabled or disabled to align them with your business requirements.

10. Can I create my own edits in CGI ProperPay?

Yes. ProperPay provides an Edit Manager function for configuring new edits, including a sandbox for testing new edits.

11. What type of pricing functionality is included in CGI ProperPay?

ProperPay provides the “All Data” export file that returns pricing for inpatient, outpatient, and ASC claims. Payments are calculated under the Medicare HMO guidelines for claims with a Claim File Indicator Code of 16. All other claim payments are calculated using Medicare’s fee-for-service method. At this time, ProperPay does not provide pricing for professional claims, but this will be provided in a subsequent release.

12. Can I download results from CGI ProperPay?

Yes, CGI ProperPay allows for downloading of edit results. The following downloads are available for import into your data warehouse, claim system or audit/case management system(s) for further review and tracking claims through to recovery:

A. Edits Only Report: this file contains only claims that triggered edits in CGI ProperPay.

B. All Data Report: this file contains all claims submitted, indicating those that triggered edits in ProperPay. This file also contains pricing results.

13. How can I take action on my results in CGI ProperPay?

There are two ways to take action on CGI ProperPay results:

- A. Import CGI ProperPay results/reports into your internal system(s) for auditing, investigation, or to manage cases. This allows clinicians or other staff members to review and evaluate flagged claims through to recovery, or to a closed case (not recoverable). For pre-pay claims, use ProperPay results to suspend claims that triggered an edit from being paid to the provider. Once the claim has been reviewed and evaluated, it can either be paid or rejected to the provider using your internal system(s).
- B. The CGI ProperPay Dashboard contains a comprehensive set of cumulative standard reports to assist in identifying potential issues, fraud, anomalies and hidden patterns over time that may not have resulted in a specific edit trigger on a specific claim or group of claims. These reports should be reviewed and analyzed carefully, as they may point out anomalies and patterns that are not included in the CGI ProperPay data export files, but should be investigated using your internal processes/systems.

14. Does CGI ProperPay install onto my workstation?

ProperPay operates in the secure Microsoft Azure Cloud and is accessed through a modern web browser. Software does not need to be installed on user workstations or internal servers.

15. Why would my organization load our audit results back into CGI ProperPay?

CGI encourages clients to submit the results of their audits/recoveries in the standard format provided, indicating which claims resulted in a successful recovery and which did not. Audit results are easy to submit via the CGI ProperPay user interface. These results are used only for the purpose of providing feedback for machine learning, to help CGI ProperPay continually improve its ability to predict the likelihood of recovery as the system analyzes future claims. Any results submitted are used for machine learning and are not displayed anywhere in the system. Machine learning input/algorithms are used for analyzing all client claims.

16. How does Microsoft Azure Cloud keep my data safe?

The Azure Cloud meets a broad set of international and industry-specific compliance standards, such as HITRUST, ISO 27001, HIPAA, SOC 1 and SOC 2. Its HIPAA Business Associate Agreement (BAA) stipulates adherence to HIPAA's security and privacy provisions. Rigorous third-party audits verify Azure's adherence to the strict security controls that these standards mandate. For more information on the security of the Microsoft Azure Cloud, please visit <https://azure.microsoft.com/en-us/support/trust-center/> or contact CGI at Sales.properpay@cgifederal.com

17. Will I be issued login credentials to access CGI ProperPay?

Yes, credentials will be provided either via Azure Active Directory or external user accounts may be provisioned using Azure AD B2B. CGI ProperPay uses Microsoft Azure Multifactor Authentication for security purposes, which can be set up to authenticate users via phone, text or a web application. When using the phone setup, upon log in the user receives a phone call from Microsoft to verify they are logging in. When using the web application, the user is prompted for a log in verification ID. If configured for a text message, the user receives a 6 digit code to enter during the log in process.

18. How can I reset my password if I forget my credentials?

Microsoft Azure Active Directory enabled accounts will be enabled for self-service password reset functionality. CGI support will be available to help should users need further assistance.

19. Does CGI ProperPay contain workflow and enterprise content management functionality?

CGI offers a version of CGI ProperPay that includes workflows for auditing claims and enterprise content management.

20. How do I license CGI ProperPay?

For more information on licensing and terms, please contact CGI:

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