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## Appendix A: Social Security Act

### SEC. 1893 MEDICARE INTEGRITY PROGRAM

#### (h) USE OF RECOVERY AUDIT CONTRACTORS.—

(1) IN GENERAL.—Under the Program, the Secretary shall enter into contracts with recovery audit contractors in accordance with this subsection for the purpose of identifying underpayments and overpayments and recouping overpayments under this title with respect to all services for which payment is made under this title. Under the contracts—

(A) payment shall be made to such a contractor only from amounts recovered;

(B) from such amounts recovered, payment—

(i) shall be made on a contingent basis for collecting overpayments; and

(ii) may be made in such amounts as the Secretary may specify for identifying underpayments; and

(C) the Secretary shall retain a portion of the amounts recovered which shall be available to the program management account of the Centers for Medicare & Medicaid Services for purposes of activities conducted under the recovery audit program under this subsection.

(2) DISPOSITION OF REMAINING RECOVERIES.—The amounts recovered under such contracts that are not paid to the contractor under paragraph (1) or retained by the Secretary under paragraph (1)(C) or paragraph (10) shall be applied to reduce expenditures under this title.

(3) NATIONWIDE COVERAGE.—The Secretary shall enter into contracts under paragraph (1) in a manner so as to provide for activities in all States under such a contract by not later than January 1, 2010 (not later than December 31, 2010, in the case of contracts relating to payments made under part C or D).

(4) AUDIT AND RECOVERY PERIODS.—Each such contract shall provide that audit and recovery activities may be conducted during a fiscal year with respect to payments made under this title—

(A) during such fiscal year; and

(B) retrospectively (for a period of not more than 4 fiscal years prior to such fiscal year).

(5) WAIVER.—The Secretary shall waive such provisions of this title as may be necessary to provide for payment of recovery audit contractors under this subsection in accordance with paragraph (1).

#### (6) QUALIFICATIONS OF CONTRACTORS.—

(A) IN GENERAL.—The Secretary may not enter into a contract under paragraph (1) with a recovery audit contractor unless the contractor has staff that has the appropriate clinical knowledge of, and experience with, the payment rules and regulations under this title or the contractor has, or will contract with, another entity that has such knowledgeable and experienced staff.

(B) INELIGIBILITY OF CERTAIN CONTRACTORS.—The Secretary may not enter into a contract under paragraph (1) with a recovery audit contractor to the extent the contractor is a fiscal intermediary under section 1816, a carrier under section 1842, or a Medicare administrative contractor under section 1874A.

(C) PREFERENCE FOR ENTITIES WITH DEMONSTRATED PROFICIENCY.—In awarding contracts to recovery audit contractors under paragraph (1), the Secretary shall give

preference to those risk entities that the Secretary determines have demonstrated more than 3 years direct management experience and a proficiency for cost control or recovery audits with private insurers, health care providers, health plans, under the Medicaid program under title XIX, or under this title.

(7) CONSTRUCTION RELATING TO CONDUCT OF INVESTIGATION OF FRAUD.—A recovery of an overpayment to an individual or entity by a recovery audit contractor under this subsection shall not be construed to prohibit the Secretary or the Attorney General from investigating and prosecuting, if appropriate, allegations of fraud or abuse arising from such overpayment.

(8) ANNUAL REPORT.—The Secretary shall annually submit to Congress a report on the use of recovery audit contractors under this subsection. Each such report shall include information on the performance of such contractors in identifying underpayments and overpayments and recouping overpayments, including an evaluation of the comparative performance of such contractors and savings to the program under this title.

(9) SPECIAL RULES RELATING TO PARTS C AND D.—The Secretary shall enter into contracts under paragraph (1) to require recovery audit contractors to—

(A) ensure that each MA plan under part C has an anti-fraud plan in effect and to review the effectiveness of each such anti-fraud plan;

(B) ensure that each prescription drug plan under part D has an anti-fraud plan in effect and to review the effectiveness of each such anti-fraud plan;

(C) examine claims for reinsurance payments under section 1860D–15(b) to determine whether prescription drug plans submitting such claims incurred costs in excess of the allowable reinsurance costs permitted under paragraph (2) of that section; and

(D) review estimates submitted by prescription drug plans by private plans with respect to the enrollment of high cost beneficiaries (as defined by the Secretary) and to compare such estimates with the numbers of such beneficiaries actually enrolled by such plans.

(10) USE OF CERTAIN RECOVERED FUNDS.—

(A) IN GENERAL.—After application of paragraph (1)(C), the Secretary shall retain a portion of the amounts recovered by recovery audit contractors for each year under this section which shall be available to the program management account of the Centers for Medicare & Medicaid Services for purposes of, subject to subparagraph (B), carrying out sections 1833(z), 1834(l)(16), and 1874A(a)(4)(G), carrying out section 514(b) of the Medicare Access and CHIP Reauthorization Act of 2015, and implementing strategies (such as claims processing edits) to help reduce the error rate of payments under this title. The amounts retained under the preceding sentence shall not exceed an amount equal to 15 percent of the amounts recovered under this subsection, and shall remain available until expended.

(B) LIMITATION.—Except for uses that support claims processing (including edits) or system functionality for detecting fraud, amounts retained under subparagraph (A) may not be used for technological-related infrastructure, capital investments, or information systems.

(C) NO REDUCTION IN PAYMENTS TO RECOVERY AUDIT CONTRACTORS.—Nothing in subparagraph (A) shall reduce amounts available for payments to recovery audit contractors under this subsection.

**Appendix B: Dollar Amounts (in Millions) Returned to Medicare Trust Fund in FY 2019**

<b>Overpayments Collected</b>		<b>Underpayments Restored</b>		<b>Amount Overturned on Appeal<sup>1</sup></b>		<b>Recovery Auditors Contingency Fees</b>		<b>CMS Administration Costs</b>		<b>Amount Returned to Medicare Trust Funds</b>
\$162.03	-	\$18.30	-	\$23.83	-	\$25.58	-	\$34.64	=	\$59.67

**Appendix C: FY 2019 Total Corrections by RAC Region (Dollar Amounts and Number of Claims)**

<b>RAC Region and Contractor Name</b>	<b>Collected Overpayment Amounts</b>	<b>Number of Claims with Collected Overpayments</b>	<b>Restored Underpayment Amounts</b>	<b>Number of Claims with Restored Underpayments</b>	<b>Total Corrected Amount</b>	<b>Total Number of Corrected Claims</b>
Region 1: Performant	\$14,072,251.22	35,782	\$712,184.61	537	\$14,784,435.83	36,319
Region 2: Cotiviti	\$39,850,498.06	12,639	\$3,646,265.40	1,030	\$43,496,763.46	13,669
Region 3: Cotiviti	\$25,450,101.05	11,705	\$2,536,888.15	741	\$27,986,989.20	12,446
Region 4: HDI/HMS	\$61,462,074.49	55,175	\$2,185,534.52	931	\$63,647,609.01	56,106
Region 5: Performant	\$14,731,738.98	24,135	\$255,115.45	1,059	\$14,986,854.43	25,194
Region A: Performant	\$(5,804,795.74)	2,256	\$11,922.01	1	\$(5,792,873.73)	2,257
Region B: CGI	\$(434,459.80)	1,085	-	-	\$(434,459.80)	1,085
Region C: Cotiviti	\$379,262.04	32,300	\$177,656.53	20	\$556,918.57	32,320
Region D: HDI	\$7,478,563.48	5,072	\$1,002.23	4	\$7,479,565.71	5,076
<i>Unknown</i>	\$4,844,162.37	7,809	\$8,773,764.32	4,505	\$13,617,926.69	12,314
<b>TOTALS</b>	<b>\$162,029,396.15</b>	<b>187,958</b>	<b>\$18,300,333.22</b>	<b>8,828</b>	<b>\$180,329,729.37</b>	<b>196,786</b>

<sup>1</sup> This includes only those appeals overturned at the first level.

**Appendix D: FY 2019 Total Corrections by Review Type (Dollar Amounts and Number of Claims)**

Review Type	Overpayments Collected		Underpayments Restored		Total Corrected	
	Amount Collected	No. of Claims	Amount Restored	No. of Claims	Amount Corrected	No. of Claims
Automated	\$41,579,228.83	139,201	\$751,461.44	1,743	\$42,330,690.27	140,944
Complex	\$115,281,620.60	39,694	\$8,775,107.46	2,580	\$124,056,728.06	42,274
Semi-Automated <sup>2</sup>	\$324,384.35	1,254	-	-	\$324,384.35	1,254
Unknown <sup>3</sup>	\$4,844,162.37	7,809	\$8,773,764.32	4,505	\$13,617,926.69	12,314
<b>TOTALS</b>	<b>\$162,029,396.15</b>	<b>187,958</b>	<b>\$18,300,333.22</b>	<b>8,828</b>	<b>\$180,329,729.37</b>	<b>196,786</b>

<sup>2</sup> Semi-automated reviews were only conducted under the Region A-D contracts.

<sup>3</sup> These claims could not be attributed to a specific review type.

**Appendix E: FY 2019 Total Corrections by RAC Region and Review Type (Dollar Amounts, Number of Claims, and Percentages)**

<b>RAC Region and Contractor Name</b>	<b>Review Type</b>	<b>Collected Overpayment Amounts</b>	<b>% of Total Collected Amount</b>	<b>Number of Claims with Collected Overpayments</b>	<b>% of Total Claims with Collections</b>	<b>Restored Underpayment Amounts</b>	<b>% of Total Collected Amount</b>	<b>Number of Claims with Restored Underpayments</b>	<b>% of Total Claims with Collections</b>	<b>Total Corrected Amount</b>	<b>% of Total Corrected Amounts</b>	<b>Total Number of Corrected Claims</b>	<b>% of Total Corrected Claims</b>
Region 1: Performant	Automated	\$3,651,475.28	2.25%	31,354	16.68%	\$11,848.01	0.06%	243	2.75%	\$3,663,323.29	2.03%	31,597	16.06%
	Complex	\$10,420,775.94	6.43%	4,428	2.36%	\$700,336.60	3.83%	294	3.33%	\$11,121,112.54	6.17%	4,722	2.40%
Region 2: Cotiviti	Automated	\$577,251.17	0.36%	4,142	2.20%	\$3,712.16	0.02%	19	0.22%	\$580,963.33	0.32%	4,161	2.11%
	Complex	\$39,273,246.89	24.24%	8,497	4.52%	\$3,642,553.24	19.90%	1,011	11.45%	\$42,915,800.13	23.80%	9,508	4.83%
Region 3: Cotiviti	Automated	\$848,391.86	0.52%	5,409	2.88%	\$2,985.36	0.02%	9	0.10%	\$851,377.22	0.47%	5,418	2.75%
	Complex	\$24,601,709.19	15.18%	6,296	3.35%	\$2,533,902.79	13.85%	732	8.29%	\$27,135,611.98	15.05%	7,028	3.57%
Region 4: HDI/HMS	Automated	\$7,052,320.02	4.35%	41,888	22.29%	\$475,851.25	2.60%	404	4.58%	\$7,528,171.27	4.17%	42,292	21.49%
	Complex	\$54,409,754.47	33.58%	13,287	7.07%	\$1,709,683.27	9.34%	527	5.97%	\$56,119,437.74	31.12%	13,814	7.02%
Region 5: Performant	Automated	\$9,032,937.20	5.57%	20,535	10.93%	\$255,115.45	1.39%	1,059	12.00%	\$9,288,052.65	5.15%	21,594	10.97%
	Complex	\$5,698,801.78	3.52%	3,600	1.92%	-	0.00%	-	0.00%	\$5,698,801.78	3.16%	3,600	1.83%
Region A: Performant	Automated	\$126,407.44	0.08%	1,195	0.64%	-	0.00%	-	0.00%	\$126,407.44	0.07%	1,195	0.61%
	Complex	\$(5,922,868.08)	-3.66%	1,058	0.56%	\$11,922.01	0.07%	1	0.01%	\$(5,910,946.07)	-3.28%	1,059	0.54%
	Semi-Automated	\$(8,335.10)	-0.01%	3	<0.01%	-	0.00%	-	0.00%	\$(8,335.10)	<-0.01%	3	<0.01%
Region B: CGI	Automated	\$35,110.40	0.02%	728	0.39%	-	0.00%	-	0.00%	\$35,110.40	0.02%	728	0.37%
	Complex	\$(469,570.20)	-0.29%	357	0.19%	-	0.00%	-	0.00%	\$(469,570.20)	-0.26%	357	0.18%
	Semi-Automated	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Region C: Cotiviti	Automated	\$13,719,768.93	8.47%	30,428	16.19%	\$946.98	0.01%	5	0.06%	\$13,720,715.91	7.61%	30,433	15.47%
	Complex	\$(13,321,959.49)	-8.22%	1,848	0.98%	\$176,709.55	0.97%	15	0.17%	\$(13,145,249.94)	-7.29%	1,863	0.95%
	Semi-Automated	\$(18,547.40)	-0.01%	24	0.01%	-	0.00%	-	0.00%	\$(18,547.40)	-0.01%	24	0.01%
Region D: HDI/HMS	Automated	\$6,535,566.53	4.03%	3,522	1.87%	\$1,002.23	0.01%	4	0.05%	\$6,536,568.76	3.62%	3,526	1.79%
	Complex	\$591,730.10	0.37%	323	0.17%	-	0.00%	-	0.00%	\$591,730.10	0.33%	323	0.16%

	Semi-Automated	\$351,266.85	0.22%	1,227	0.65%	-	0.00%	-	0.00%	\$351,266.85	0.19%	1,227	0.62%
<i>Unknown</i>	<i>Unknown</i>	\$4,844,162.37	2.99%	7,809	4.15%	\$8,773,764.32	47.94%	4,505	51.03%	\$13,617,926.69	7.55%	12,314	6.26%
<b>TOTALS</b>		<b>\$162,029,396.15</b>	<b>100.00%</b>	<b>187,958</b>	<b>100.00%</b>	<b>\$18,300,333.22</b>	<b>100.00%</b>	<b>8,828</b>	<b>100.00%</b>	<b>\$180,329,729.37</b>	<b>100.00%</b>	<b>196,786</b>	<b>100.00%</b>

**Appendix F: FY 2019 Total Corrections by RAC Region/Contract<sup>4</sup> and Type of Claim (Dollar Amounts and Number of Claims)**

RAC Regions	Type of Claim	Collected Overpayments	Collected Overpayments	Restored Underpayments	Restored Underpayments	Total Corrected Amount	Total
<b>Regions 1-5</b>	Part A	\$122,153,348.94	34,413	\$8,937,366.60	2,441	\$131,090,715.54	36,854
	Part B	\$18,681,575.88	80,888	\$143,506.08	798	\$18,825,081.96	81,686
	DME	\$14,731,738.98	24,135	\$255,115.45	1,059	\$14,986,854.43	25,194
	<i>SubTotal</i>	<b>\$155,566,663.80</b>	<b>139,436</b>	<b>\$9,335,988.13</b>	<b>4,298</b>	<b>\$164,902,651.93</b>	<b>143,734</b>
<b>Regions A-D</b>	A	\$(17,135,928.03)	5,506	\$8,178,878.51	1,277	\$(8,957,049.52)	6,783
	B	\$505,400.31	3,732	\$775,861.71	3,159	\$1,281,262.02	6,891
	DME	\$23,093,260.07	39,284	\$9,604.87	94	\$23,102,864.94	39,378
	<i>SubTotal</i>	<b>\$6,462,732.35</b>	<b>48,522</b>	<b>\$8,964,345.09</b>	<b>4,530</b>	<b>\$15,427,077.44</b>	<b>53,052</b>
	<b>Totals</b>	<b>\$162,029,396.15</b>	<b>187,958</b>	<b>\$18,300,333.22</b>	<b>8,828</b>	<b>\$180,329,729.37</b>	<b>196,786</b>

<sup>4</sup> On October 31, 2016, contracts were awarded for RAC Regions 1-5. These new regions include different combinations of MAC jurisdictions than the original RAC contracts (Regions A-D).

**Appendix G: FY 2019 Total Corrections by RAC Region and Type of Claim (Dollar Amounts and Number of Claims)**

<b>Recovery Auditor</b>	<b>Type of Claim</b>	<b>Collected Overpayments</b>	<b>Number of Claims with Collected Overpayments</b>	<b>Restored Underpayments</b>	<b>Number of Claims with Restored Underpayments</b>	<b>Total Corrected Amount</b>	<b>Total Number of Corrected Claims</b>
1 - Performant	Part A	\$11,184,928.32	6,341	\$698,988.26	301	\$11,883,916.58	6,642
	Part B	\$2,887,322.90	29,441	\$13,196.35	236	\$2,900,519.25	29,677
	<i>Subtotal</i>	<i>\$14,072,251.22</i>	<i>35,782</i>	<i>\$712,184.61</i>	<i>537</i>	<i>\$14,784,435.83</i>	<i>36,319</i>
2 - Cotiviti	Part A	\$37,916,991.91	8,196	\$3,610,938.09	987	\$41,527,930.00	9,183
	Part B	\$1,933,506.15	4,443	\$35,327.31	43	\$1,968,833.46	4,486
	<i>Subtotal</i>	<i>\$39,850,498.06</i>	<i>12,639</i>	<i>\$3,646,265.40</i>	<i>1,030</i>	<i>\$43,496,763.46</i>	<i>13,669</i>
3 - Cotiviti	Part A	\$21,128,666.91	4,843	\$2,453,756.00	612	\$23,582,422.91	5,455
	Part B	\$4,321,434.14	6,862	\$83,132.15	129	\$4,404,566.29	6,991
	<i>Subtotal</i>	<i>\$25,450,101.05</i>	<i>11,705</i>	<i>\$2,536,888.15</i>	<i>741</i>	<i>\$27,986,989.20</i>	<i>12,446</i>
4 - HDI/HMS	Part A	\$51,922,761.80	15,033	\$2,173,684.25	541	\$54,096,446.05	15,574
	Part B	\$9,539,312.69	40,142	\$11,850.27	390	\$9,551,162.96	40,532
	<i>Subtotal</i>	<i>\$61,462,074.49</i>	<i>55,175</i>	<i>\$2,185,534.52</i>	<i>931</i>	<i>\$63,647,609.01</i>	<i>56,106</i>
5 - Performant	DME	\$14,731,738.98	24,135	\$255,115.45	1,059	\$14,986,854.43	25,194
	<i>Subtotal</i>	<i>\$14,731,738.98</i>	<i>24,135</i>	<i>\$255,115.45</i>	<i>1,059</i>	<i>\$14,986,854.43</i>	<i>25,194</i>
<b>RAC 1-5 Totals</b>		<b>\$155,566,663.80</b>	<b>139,436</b>	<b>\$9,335,988.13</b>	<b>4,298</b>	<b>\$164,902,651.93</b>	<b>143,734</b>
A / Performant	A	\$(5,941,862.02)	1,054	\$11,922.01	1	\$(5,929,940.01)	1,055
	B	\$11,625.99	237	-	-	\$11,625.99	237
	DME	\$125,440.29	965	-	-	\$125,440.29	965
	<i>Subtotal</i>	<i>\$(5,804,795.74)</i>	<i>2,256</i>	<i>\$11,922.01</i>	<i>1</i>	<i>\$(5,792,873.73)</i>	<i>2,257</i>
B / CGI	A	\$(482,392.24)	335	-	-	\$(482,392.24)	335
	B	\$4,827.21	18	-	-	\$4,827.21	18
	DME	\$43,105.23	732	-	-	\$43,105.23	732
	<i>Subtotal</i>	<i>\$(434,459.80)</i>	<i>1,085</i>	<i>-</i>	<i>-</i>	<i>\$(434,459.80)</i>	<i>1,085</i>

C / Cotiviti	A	\$(14,043,364.38)	1,619	\$177,656.53	19	\$(13,865,707.85)	1,638
	B	\$6,075.19	164	-	-	\$6,075.19	164
	DME	\$14,416,551.23	30,517	-	1	\$14,416,551.23	30,518
	<i>Subtotal</i>	<i>\$379,262.04</i>	<i>32,300</i>	<i>\$177,656.53</i>	<i>20</i>	<i>\$556,918.57</i>	<i>32,320</i>
D / HDI	A	\$(106,695.37)	31	\$689.94	2	\$(106,005.43)	33
	B	\$8,387.03	143	\$312.29	2	\$8,699.32	145
	DME	\$7,576,871.82	4,898	-	-	\$7,576,871.82	4,898
	<i>Subtotal</i>	<i>\$7,478,563.48</i>	<i>5,072</i>	<i>\$1,002.23</i>	<i>4</i>	<i>\$7,479,565.71</i>	<i>5,076</i>
Unknown	A	\$3,438,385.98	2,467	\$7,988,610.03	1,255	\$11,426,996.01	3,722
	B	\$474,484.89	3,170	\$775,549.42	3,157	\$1,250,034.31	6,327
	DME	\$931,291.50	2,172	\$9,604.87	93	\$940,896.37	2,265
	<i>Subtotal</i>	<i>\$4,844,162.37</i>	<i>7,809</i>	<i>\$8,773,764.32</i>	<i>4,505</i>	<i>\$13,617,926.69</i>	<i>12,314</i>
<b>RAC A-D Totals</b>	<b>\$6,462,732.35</b>	<b>48,522</b>	<b>\$8,964,345.09</b>	<b>4,530</b>	<b>\$15,427,077.44</b>	<b>53,052</b>	
<b>Grand Totals</b>	<b>\$162,029,396.15</b>	<b>187,958</b>	<b>\$18,300,333.22</b>	<b>8,828</b>	<b>\$180,329,729.37</b>	<b>196,786</b>	

**Appendix H: FY 2019 Corrections by Provider Type (Dollar Amount and Percentage of Total)**

<b>Provider Type</b>	<b>Overpayments Collected</b>	<b>% of Total</b>	<b>Underpayments Restored</b>	<b>% of Total</b>	<b>Total Amount Corrected</b>	<b>% of Total</b>
Inpatient	\$43,262,319.93	26.70%	\$ 8,492,649.91	46.41%	\$ 51,754,969.84	28.70%
SNF	\$7,522,390.47	4.64%	\$ 45,153.40	0.25%	\$ 7,567,543.87	4.20%
Outpatient	\$51,075,394.28	31.52%	\$ 588,938.40	3.22%	\$ 51,664,332.68	28.65%
Home Health	\$(281,069.75)	-0.17%	\$ 893.37	<0.01%	\$ (280,176.38)	-0.16%
Physician	\$18,712,491.30	11.55%	\$ 143,818.37	0.79%	\$ 18,856,309.67	10.46%
DME	\$36,893,707.55	22.77%	\$ 255,115.45	1.39%	\$ 37,148,823.00	20.60%
Unknown	\$4,844,162.37	2.99%	\$ 8,773,764.32	47.94%	\$ 13,617,926.69	7.55%
<b><i>Total</i></b>	<b><i>\$162,029,396.15</i></b>	<b><i>100%</i></b>	<b><i>\$18,300,333.22</i></b>	<b><i>100%</i></b>	<b><i>\$180,329,729.37</i></b>	<b><i>100%</i></b>

**Appendix I. FY 2019 Total Corrections by RAC Region and Provider Type (Dollar Amounts and Number of Claims)**

<b>RAC Region and Contractor Name</b>	<b>Provider Type</b>	<b>Collected Overpayment Amounts</b>	<b>Number of Claims with Collected Overpayments</b>	<b>Restored Underpayment Amounts</b>	<b>Number of Claims with Restored Underpayments</b>	<b>Total Corrected Amount</b>	<b>Total Number of Corrected Claims</b>
Region 1: Performant	Inpatient	\$6,309,548.55	2,641	\$696,807.32	298	\$7,006,355.87	2,939
	SNF	\$533,678.48	86	-		\$533,678.48	86
	Outpatient	\$4,341,701.29	3,614	\$2,180.94	3	\$4,343,882.23	3,617
	Home Health	-	-	-	-	-	-
	Physician	\$2,887,322.90	29,441	\$13,196.35	236	\$2,900,519.25	29,677
<b>Region 1 Totals</b>		<b>\$14,072,251.22</b>	<b>35,782</b>	<b>\$712,184.61</b>	<b>537</b>	<b>\$14,784,435.83</b>	<b>36,319</b>
Region 2: Cotiviti	Inpatient	\$23,259,553.04	3,321	\$3,298,657.36	802	\$26,558,210.40	4,123
	SNF	\$1,125,010.00	260	-	-	\$1,125,010.00	260
	Outpatient	\$13,532,428.87	4,615	\$312,280.73	185	\$13,844,709.60	4,800
	Home Health	-	-	-	-	-	-
	Physician	\$1,933,506.15	4,443	\$35,327.31	43	\$1,968,833.46	4,486
<b>Region 2 Totals</b>		<b>\$39,850,498.06</b>	<b>12,639</b>	<b>\$3,646,265.40</b>	<b>1,030</b>	<b>\$43,496,763.46</b>	<b>13,669</b>
Region 3: Cotiviti	Inpatient	\$12,840,170.50	2,314	\$2,297,176.56	487	\$15,137,347.06	2,801
	SNF	\$724,745.21	229	-	-	\$724,745.21	229
	Outpatient	\$7,563,751.20	2,300	\$156,579.44	125	\$7,720,330.64	2,425
	Home Health	-	-	-	-	-	-
	Physician	\$4,321,434.14	6,862	\$83,132.15	129	\$4,404,566.29	6,991
<b>Region 3 Totals</b>		<b>\$25,450,101.05</b>	<b>11,705</b>	<b>\$2,536,888.15</b>	<b>741</b>	<b>\$27,986,989.20</b>	<b>12,446</b>
Region 4: HMS	Inpatient	\$19,226,753.85	2,863	\$2,030,976.02	460	\$21,257,729.87	3,323
	SNF	\$6,223,590.94	1,061	\$24,876.69	22	\$6,248,467.63	1,083
	Outpatient	\$26,472,417.01	11,109	\$117,831.54	59	\$26,590,248.55	11,168
	Home Health	-	-	-	-	-	-
	Physician	\$9,539,312.69	40,142	\$11,850.27	390	\$9,551,162.96	40,532

<b>Region 4 Totals</b>		<b>\$61,462,074.49</b>	<b>55,175</b>	<b>\$2,185,534.52</b>	<b>931</b>	<b>\$63,647,609.01</b>	<b>56,106</b>
Region 5: Performant	DME	\$14,731,738.98	24,135	\$255,115.45	1,059	\$14,986,854.43	25,194
<b>Region 5 Totals</b>		<b>\$14,731,738.98</b>	<b>24,135</b>	<b>\$255,115.45</b>	<b>1,059</b>	<b>\$14,986,854.43</b>	<b>25,194</b>
Region A: Performant	Inpatient	\$(4,931,306.55)	855	\$11,922.01	1	\$(4,919,384.54)	856
	SNF	\$(632,001.71)	97	-	-	\$(632,001.71)	97
	Outpatient	\$(378,553.76)	102	-	-	\$(378,553.76)	102
	Home Health	-	-	-	-	-	-
	Physician	\$11,625.99	237	-	-	\$11,625.99	237
	DME	\$125,440.29	965	-	-	\$125,440.29	965
<b>Region A Totals</b>		<b>\$(5,804,795.74)</b>	<b>2,256</b>	<b>\$11,922.01</b>	<b>1</b>	<b>\$(5,792,873.73)</b>	<b>2,257</b>
Region B: CGI	Inpatient	\$(323,542.32)	59		-	\$(323,542.32)	59
	SNF	-	-	-	-	-	-
	Outpatient	\$(158,849.92)	276		-	\$(158,849.92)	276
	Home Health	-	-	-	-	-	-
	Physician	\$4,827.21	18	-	-	\$4,827.21	18
	DME	\$43,105.23	732	-	-	\$43,105.23	732
<b>Region B Totals</b>		<b>\$(434,459.80)</b>	<b>1,085</b>	<b>-</b>	<b>0</b>	<b>\$(434,459.80)</b>	<b>1,085</b>
Region C: Cotiviti	Inpatient	\$(12,998,895.03)	1,132	\$156,420.70	12	\$(12,842,474.33)	1,144
	SNF	\$(465,899.19)	92	\$20,276.71	2	\$(445,622.48)	94
	Outpatient	\$(297,500.41)	188	\$65.75	2	\$(297,434.66)	190
	Home Health	\$(281,069.75)	207	\$893.37	3	\$(280,176.38)	210
	Physician	\$6,075.19	164	-	-	\$6,075.19	164
	DME	\$14,416,551.23	30,517	-	1	\$14,416,551.23	30,518
<b>Region C Totals</b>		<b>\$379,262.04</b>	<b>32,300</b>	<b>\$177,656.53</b>	<b>20</b>	<b>\$556,918.57</b>	<b>32,320</b>
Region D: HDI	Inpatient	\$(119,962.11)	27	\$689.94	2	\$(119,272.17)	29
	SNF	\$13,266.74	4	-	-	\$13,266.74	4
	Outpatient	-	-	-	-	-	-
	Home Health	-	-	-	-	-	-
	Physician	\$8,387.03	143	\$312.29	2	\$8,699.32	145

	DME	\$7,576,871.82	4,898	-	-	\$7,576,871.82	4,898
<b>Region D Totals</b>		<b>\$7,478,563.48</b>	<b>5,072</b>	<b>\$1,002.23</b>	<b>4</b>	<b>\$7,479,565.71</b>	<b>5,076</b>
Unknown	Unknown	\$4,844,162.37	7,809	\$8,773,764.32	4,505	\$13,617,926.69	12,314
<b>Grand Totals</b>		<b>\$162,029,396.15</b>	<b>187,958</b>	<b>\$18,300,333.22</b>	<b>8,828</b>	<b>\$180,329,729.37</b>	<b>196,786</b>

**Appendix J: FY 2019 Total Corrections by State and RAC Regions/Contracts (Dollar Amounts and Number of Claims)**

State	oRAC Regions A-D						RAC Regions 1-5					
	Collected Overpayments	Number of Claims	Restored Underpayments	Number of Claims	Total Corrected Amount	Number of Claims	Collected Overpayments	Number of Claims	Restored Underpayments	Number of Claims	Total Corrected Amount	Number of Claims
AK	\$ (3,690.07)	4	-	-	\$(3,690.07)	4	\$561,973.10	284	\$77,722.36	32	\$639,695.46	316
AL	\$(834,976.34)	142	\$53.61	1	\$(834,922.73)	143	\$2,687,317.91	1,487	\$199,923.75	119	\$2,887,241.66	1,606
AR	\$(1,239,879.51)	181	-	-	\$(1,239,879.51)	181	\$1,513,102.02	831	\$120,831.20	53	\$1,633,933.22	884
AZ	\$121,554.91	470	-	-	\$121,554.91	470	\$4,817,614.11	2,964	\$167,929.00	64	\$4,985,543.11	3,028
CA	\$7,120,502.68	4,201	\$862.23	3	\$7,121,364.91	4,204	\$24,160,886.50	20,872	\$1,044,211.93	275	\$25,205,098.43	21,147
CO	\$(576,193.95)	84	\$12.14	1	\$(576,181.81)	85	\$2,065,707.85	1,019	\$174,524.86	58	\$2,240,232.71	1,077
CT	\$(1,222,344.49)	380	\$11,922.01	1	\$(1,210,422.48)	381	\$1,083,386.34	2,083	\$48,107.69	45	\$1,131,494.03	2,128
DC	\$1,157.33	9	-	-	\$1,157.33	9	\$1,165,961.87	777	\$38,295.03	17	\$1,204,256.90	794
DE	\$(274,389.00)	61	-	-	\$(274,389.00)	61	\$776,696.21	810	\$55,006.06	30	\$831,702.27	840
FL	\$12,386,801.96	27,841	\$175,537.09	14	\$12,562,339.05	27,855	\$12,902,762.99	6,273	\$1,094,546.85	270	\$13,997,309.84	6,543
GA	\$114,471.16	306	-	-	\$114,471.16	306	\$4,104,977.21	2,194	\$613,527.76	234	\$4,718,504.97	2,428
GU	-	-	-	-	-	-	\$105,643.94	30	-	-	\$105,643.94	30
HI	\$329.10	4	-	-	\$329.10	4	\$761,056.53	558	\$11,807.37	8	\$772,863.90	566
IA	\$23,489.46	19	-	-	\$23,489.46	19	\$815,213.31	259	\$91,785.99	35	\$906,999.30	294
ID	\$821.12	18	-	-	\$821.12	18	\$659,816.91	634	\$38,842.13	17	\$698,659.04	651
IL	\$(365,095.43)	206	-	-	\$(365,095.43)	206	\$6,118,413.49	2,087	\$487,818.84	184	\$6,606,232.33	2,271
IN	\$5,549.93	120	-	-	\$5,549.93	120	\$1,803,478.39	4,242	\$95,768.14	148	\$1,899,246.53	4,390
KS	\$60,073.73	66	-	-	\$60,073.73	66	\$1,294,746.43	351	\$147,389.59	59	\$1,442,136.02	410

<i>State</i>	oRAC Regions A-D						RAC Regions 1-5					
KY	\$11,713.97	66	-	-	\$11,713.97	66	\$1,961,244.91	4,470	\$58,713.62	44	\$2,019,958.53	4,514
LA	\$(1,349,480.40)	484	-	-	\$(1,349,480.40)	484	\$1,585,391.66	1,164	\$241,489.09	94	\$1,826,880.75	1,258
MA	\$(168,204.62)	123	-	-	\$(168,204.62)	123	\$2,243,147.00	3,876	\$100,265.60	60	\$2,343,412.60	3,936
MD	\$(321,088.33)	120	-	-	\$(321,088.33)	120	\$1,995,364.70	4,197	\$8,194.73	72	\$2,003,559.43	4,269
ME	\$3,436.92	35	-	-	\$3,436.92	35	\$499,380.38	1,145	\$8,756.11	5	\$508,136.49	1,150
MI	\$(6,492.35)	104	-	-	\$(6,492.35)	104	\$2,202,600.25	4,475	\$120,963.32	138	\$2,323,563.57	4,613
MN	\$(916.51)	15	-	-	\$(916.51)	15	\$2,106,058.80	581	\$277,771.05	67	\$2,383,829.85	648
MO	\$137,717.86	336	-	-	\$137,717.86	336	\$1,406,276.46	553	\$132,017.50	71	\$1,538,293.96	624
MP	-	-	-	-	-	-	\$30,896.94	15	.	-	\$30,896.94	15
MS	\$(539,739.44)	337	-	-	\$(539,739.44)	337	\$1,496,593.16	1,192	\$143,335.41	84	\$1,639,928.57	1,276
MT	\$1,303.49	9	-	-	\$1,303.49	9	\$1,106,079.97	677	\$37,985.22	10	\$1,144,065.19	687
NC	\$(365,641.45)	355	-	-	\$(365,641.45)	355	\$4,291,109.36	2,476	\$283,611.72	157	\$4,574,721.08	2,633
ND	\$1,781.01	34	-	-	\$1,781.01	34	\$658,264.03	555	\$23,164.57	9	\$681,428.60	564
NE	\$29,285.71	28	-	-	\$29,285.71	28	\$932,374.59	245	\$100,347.58	31	\$1,032,722.17	276
NH	\$(63,803.29)	25	-	-	\$(63,803.29)	25	\$445,882.59	771	\$23,148.28	25	\$469,030.87	796
NJ	\$(1,655,254.61)	656	-	-	\$(1,655,254.61)	656	\$8,346,018.26	7,828	\$192,122.99	313	\$8,538,141.25	8,141
NM	\$(200,105.97)	16	-	-	\$(200,105.97)	16	\$725,974.10	297	\$26,639.11	22	\$752,613.21	319
NV	\$36,453.35	91	-	-	\$36,453.35	91	\$1,608,607.48	1,825	\$60,867.65	63	\$1,669,475.13	1,888
NY	\$(98,367.37)	376	-	-	\$(98,367.37)	376	\$4,572,274.75	13,861	\$180,116.53	151	\$4,752,391.28	14,012
OH	\$(24,962.78)	281	-	-	\$(24,962.78)	281	\$3,272,818.44	8,986	\$154,853.63	94	\$3,427,672.07	9,080
OK	\$(1,149,414.85)	173	\$1,160.32	1	\$(1,148,254.53)	174	\$2,007,781.20	1,086	\$232,032.54	62	\$2,239,813.74	1,148
OR	\$(30,029.72)	22	-	-	\$(30,029.72)	22	\$2,544,785.67	1,671	\$56,826.94	29	\$2,601,612.61	1,700
PA	\$(2,011,900.89)	466	-	-	\$(2,011,900.89)	466	\$9,521,238.08	11,097	\$237,247.43	194	\$9,758,485.51	11,291
PR	\$70,904.18	55	-	-	\$70,904.18	55	\$360,625.51	55	\$16,311.05	11	\$376,936.56	66
RI	\$(56,298.10)	46	-	-	\$(56,298.10)	46	\$353,511.23	384	\$17,503.99	21	\$371,015.22	405
SC	\$(555,945.78)	161	-	-	\$(555,945.78)	161	\$2,266,027.21	1,351	\$127,543.00	68	\$2,393,570.21	1,419
SD	\$1,897.78	1	-	-	\$1,897.78	1	\$692,099.46	1,025	\$37,900.62	13	\$730,000.08	1,038
TN	\$40,703.88	247	-	-	\$40,703.88	247	\$3,340,289.02	1,862	\$238,048.52	115	\$3,578,337.54	1,977

<i>State</i>	<b>oRAC Regions A-D</b>						<b>RAC Regions 1-5</b>					
TX	\$(4,405,994.99)	1,575	\$893.37	3	\$(4,405,101.62)	1,578	\$13,070,856.51	5,483	\$754,351.19	268	\$13,825,207.70	5,751
UT	\$18,560.37	23	-	-	\$18,560.37	23	\$1,389,951.81	1,122	\$82,636.69	41	\$1,472,588.50	1,163
VA	\$(611,501.34)	134	-	-	\$(611,501.34)	134	\$3,140,196.58	2,178	\$213,797.52	101	\$3,353,994.10	2,279
VI	-	-	-	-	-	-	\$57,759.45	103	.	-	\$57,759.45	103
VT	\$363.03	2	-	-	\$363.03	2	\$294,154.18	507	\$2,011.52	3	\$296,165.70	510
WA	\$9,198.45	73	\$140.00	1	\$9,338.45	74	\$4,548,284.19	2,938	\$181,942.39	68	\$4,730,226.58	3,006
WI	\$(56,213.02)	53	-	-	\$(56,213.02)	53	\$1,268,708.05	493	\$296,473.77	79	\$1,565,181.82	572
WV	\$(391,538.02)	74	-	-	\$(391,538.02)	74	\$1,312,194.23	732	\$106,089.19	52	\$1,418,283.42	784
WY	\$(38.78)	5	-	-	\$(38.78)	5	\$513,088.48	405	\$52,869.51	15	\$565,957.99	420
Unknown	\$4,844,162.37	7,809	\$8,773,764.32	4,505	\$13,617,926.69	12,314	-	-	-	-	-	-
<b>Total</b>	<b>\$6,462,732.35</b>	<b>48,522</b>	<b>\$8,964,345.09</b>	<b>4,530</b>	<b>\$15,427,077.44</b>	<b>53,052</b>	<b>\$155,566,663.80</b>	<b>139,436</b>	<b>\$9,335,988.13</b>	<b>4,298</b>	<b>\$164,902,651.93</b>	<b>143,734</b>
<b>Grand Totals</b>	<b>\$162,029,396.15</b>	<b>187,958</b>	<b>\$18,300,333.22</b>	<b>8,828</b>	<b>\$180,329,729.37</b>	<b>196,786</b>						

**Appendix K: FY 2019 Improper Payments Identified through Complex Review (Number and Percentage Rate)**

<b>RAC</b>	<b>Number of ADRs Fulfilled by Providers</b>	<b>Improper Payment Identifications<sup>5</sup></b>	<b>Improper Payment Identification Rate</b>
1-Performant	21,493	3,431	15.96%
2-Cotiviti	46,010	8,420	18.30%
3-Cotiviti	35,218	6,455	18.33%
4-HDI/HMS	42,162	12,467	29.57%
5-Performant	23,502	4,342	18.48%
<b>Total</b>	<b>168,385</b>	<b>35,115</b>	<b>20.85%</b>

**Appendix L: FY 2019 Cumulative Accuracy Scores by RAC Region (Accuracy Percentage)**

<b>RAC</b>	<b>Accuracy Score</b>
1-Performant	98.5%
2-Cotiviti	99.6%
3-Cotiviti	98.3%
4-HDI/HMS	94.6%
5-Performant	99.4%

**Appendix M: FY 2019 RAC Appeal Dispositions - Level 1 (MAC) Redetermination – by MAC and Type of Claim (Number of Dispositions by Disposition Type)**

<b>MAC</b>	<b>Claims Decided</b>	<b>Unfavorable to Appellant</b>	<b>Partially Favorable to Appellant</b>	<b>Favorable to Appellant</b>	<b>Claims Dismissed</b>
DME A - Noridian	231	188	2	29	12
DME B - CGS	289	258	1	22	8
DME C - CGS	656	563	1	71	21
DME D - Noridian	675	604	6	47	18
J5 - WPS Part A	459	203	2	185	69
J5 - WPS Part B	1	1	0	0	0
J6 - NGS Part A	711	101	12	564	34
J6 - NGS Part B	0	0	0	0	0
J8 - WPS Part A	173	140	0	23	10
J8 - WPS Part B	341	146	3	176	16
J15 - CGS Part A	595	349	2	220	24
J15 - CGS Part B	284	195	10	31	48
JE - Noridian Part A	1,296	752	85	403	56
JE - Noridian Part B	1,404	331	191	791	91
JF - Noridian Part A	899	585	74	179	61

<sup>5</sup> Identifications include claims with demanded overpayments and underpayments.

JF - Noridian Part B	1,163	253	61	791	58
JH - Novitas Part A	929	414	38	375	102
JH - Novitas Part B	654	275	78	262	39
JJ - PGBA Part A	246	141	2	88	15
JJ - PGBA Part B	177	42	15	82	38
JK - NGS Part A	499	299	1	173	26
JK - NGS Part B	3,243	252	1	2,963	27
JL - Novitas Part A	1,040	380	128	476	56
JL - Novitas Part B	2,196	592	186	1,367	51
JM - PGBA Part A	469	243	7	212	7
JM - PGBA Part B	160	50	14	83	13
JN - FCSO Part A	294	61	1	214	18
JN - FCSO Part B	649	336	29	264	20
<b>Total</b>	<b>19,733</b>	<b>7,754</b>	<b>950</b>	<b>10,091</b>	<b>938</b>

Source: CMS MAS System

**Appendix N: FY 2019 RAC Appeal Dispositions - Level 2 (QIC) Reconsideration by RAC Region (Number of Dispositions by Disposition Type)**

RAC	Claims Decided <sup>6</sup>	Favorable to Appellant	Partially Favorable to Appellant	Unfavorable to Appellant	Claims Dismissed
1-Performant	250	116	1	127	6
2-Cotiviti	627	145	19	358	105
3-Cotiviti	161	42	2	111	6
4-HMS/HDI	771	291	8	448	24
5-Performant	268	105	1	161	1
A-Performant	4	0	0	4	0
B-CGI	5	1	0	4	0
C-Cotiviti	14	2	0	10	2
D-HDI	16	2	0	13	1
<b>Total</b>	<b>2,116</b>	<b>704</b>	<b>31</b>	<b>1,236</b>	<b>145</b>

Source: Q2Administrators, LLC

<sup>6</sup> Claims may have had initial overpayment determinations made prior to FY 2019. Appealed claims may be counted multiple times if the claim had appeal decisions rendered at multiple levels during FY 2019. For example, if a claim was appealed to the first level and received a decision in FY 2019, then appealed to the second level and received a decision in FY 2019, both decisions are counted.

**Appendix O: FY 2019 RAC Appeal Dispositions - Level 3 (ALJ)<sup>7</sup> by RAC Region and Type of Claim (Number of Dispositions by Disposition Type)**

RAC	Type of Claim	Claims Decided	Claims Found Fully or Partially Favorable to the Appellant	Unfavorable to Appellant	Claims Remanded	Claims Dismissed	Other
1-Performant	A	0	0	0	0	0	0
	B	0	0	0	0	0	0
	DME	0	0	0	0	0	0
	<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
2-Cotiviti	A	10	4	6	0	0	0
	B	0	0	0	0	0	0
	DME	0	0	0	0	0	0
	<b>Subtotal</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>
3-Cotiviti	A	8	2	6	0	0	0
	B	0	0	0	0	0	0
	DME	0	0	0	0	0	0
	<b>Subtotal</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>
4-HMS	A	3	1	0	0	2	0
	B	0	0	0	0	0	0
	DME	0	0	0	0	0	0
	<b>Subtotal</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
5-Performant	DME	38	38	0	0	0	0
	<b>Subtotal</b>	<b>38</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
A- Performant	A	3,229	1,411	1,128	16	650	24
	B	229	46	66	0	117	0
	DME	34	0	6	0	28	0
	<b>Subtotal</b>	<b>3,492</b>	<b>1,457</b>	<b>1,200</b>	<b>16</b>	<b>795</b>	<b>24</b>
B-CGI	A	2,829	760	1,073	1	995	0
	B	77	24	33	0	20	0
	DME	2	0	0	0	2	0
	<b>Subtotal</b>	<b>2,908</b>	<b>784</b>	<b>1,106</b>	<b>1</b>	<b>1,017</b>	<b>0</b>
C-Cotiviti	A	6,490	2,017	2,354	13	2,105	1
	B	28	18	9	0	1	0
	DME	112	14	57	0	41	0
	<b>Subtotal</b>	<b>6,630</b>	<b>2,049</b>	<b>2,420</b>	<b>13</b>	<b>2,147</b>	<b>1</b>
D-HDI	A	4,482	2,213	1,602	4	662	1
	B	309	87	94	0	128	0
	DME	40	3	21	0	16	0

<sup>7</sup> Included are claims with decision letter mailed date in FY19, combined appeals are excluded and Part A includes Part B of A claims. Claims may have had initial overpayment determinations made prior to FY 2018. Additionally, appealed claims may be counted multiple times if the claim had appeal decisions rendered at multiple levels during FY19. For example, if a claim was appealed to the first level and received a decision in FY19, then appealed to the second level and received a decision in FY19, both decisions are counted.

RAC	Type of Claim	Claims Decided	Claims Found Fully or Partially Favorable to the Appellant	Unfavorable to Appellant	Claims Remanded	Claims Dismissed	Other
	<b>Subtotal</b>	<b>4,831</b>	<b>2,303</b>	<b>1,717</b>	<b>4</b>	<b>806</b>	<b>1</b>
Unspecified	A	236	27	44	13	150	2
	B	6	5	0	0	1	0
	DME	14	0	7	0	7	0
	<b>Subtotal</b>	<b>257</b>	<b>33</b>	<b>51</b>	<b>13</b>	<b>158</b>	<b>2</b>
<b>Total</b>		<b>18,177</b>	<b>6,671</b>	<b>6,506</b>	<b>47</b>	<b>4,925</b>	<b>28</b>

Source: MAS - ALJ Appeal Lifecycle Star Package

**Appendix P: FY 2019 RAC Appeal Dispositions - Level 4 (DAB)<sup>8</sup> by RAC Region and Type of Claim (Number of Dispositions by Disposition Type)**

RAC	Type of Claim	Appeals Decided	Favorable to Appellant	Partially Favorable to Appellant	Unfavorable to Appellant	Appeals Dismissed/Withdrawn	Appeals Remanded
A-Performant	A	8	0	0	5	2	1
	B	0	0	0	0	0	0
	DME	0	0	0	0	0	0
	<b>Subtotal</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>1</b>
B-CGI	A	11	0	0	0	10	1
	B	0	0	0	0	0	0
	DME	0	0	0	0	0	0
	<b>Subtotal</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>1</b>
C-Cotiviti	A	120	1	0	10	108	1
	B	0	0	0	0	0	0
	DME	1	0	0	1	0	0
	<b>Subtotal</b>	<b>121</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>108</b>	<b>1</b>
D-HDI	A	384	1	0	11	371	1
	B	0	0	0	0	0	0
	DME	1	0	0	1	0	0
	<b>Subtotal</b>	<b>385</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>371</b>	<b>1</b>
<b>Total</b>		<b>525</b>	<b>2</b>	<b>0</b>	<b>28</b>	<b>491</b>	<b>4</b>

Source: Q2Administrators, LLC

<sup>8</sup> Claims may have had initial overpayment determinations made prior to FY 2019. Appealed claims may be counted multiple times if the claim had appeal decisions rendered at multiple levels during FY19. For example, if a claim was appealed to the first level and received a decision in FY19, then appealed to the second level and received a decision in FY19, both decisions are counted.

**Appendix Q: FY 2019 Provider Medical Records Submission Methods by RAC Region (Percentage)**

<b>RAC</b>	<b>Method</b>	<b>FY19 Percentage</b>
1-Performant	esMD	33.64%
	CD/DVD	15.38%
	Paper	44.44%
	Fax	6.54%
	Other	0%
2-Cotiviti	esMD	27%
	CD/DVD	22%
	Paper	27%
	Fax	5%
	Other	19%
3-Cotiviti	esMD	28%
	CD/DVD	15%
	Paper	27%
	Fax	11%
	Other	19%
4-HDI/HMS	esMD	37.68%
	CD/DVD	6.92%
	Paper	37.80%
	Fax	13.54%
	Other	4.06%
5-Performant	esMD	5.29%
	CD/DVD	1.52%
	Paper	26.18%
	Fax	67.01%
	Other	0%

## Appendix R: Medicare FFS Recovery Audit Program Informational Resources

Website	Information Provided
<a href="http://go.cms.gov/RAC">go.cms.gov/RAC</a>	<p>This Recovery Audit Program specific agency website includes background information on the program, RAC (and subcontractor) information for each region, the final Statement of Work, appeals information, limitations on recoupment, quarterly updates on corrections and identified vulnerabilities, articles for provider education, and other program updates.</p>
<a href="http://www.cms.gov/MLNProducts/downloads/MedQtrlyCompNL_Archive.pdf">http://www.cms.gov/MLNProducts/downloads/MedQtrlyCompNL_Archive.pdf</a>	<p>Contains archived provider compliance articles to help address common billing errors</p>
<p>RAC Websites</p>	<p>Contains updated information on audits conducted, approved new issues, as well as sample correspondence and documentation submission instructions.</p> <p>The RAC websites are as follows:</p> <ul style="list-style-type: none"> <li>• Region 1, Region 5/Performant Recovery: <a href="http://performantrac.com">performantrac.com</a></li> <li>• Region 2, Region 3/Cotiviti: <a href="http://www.cotiviti.com/cotiviti-healthcare/cms-rac-provider-resources">http://www.cotiviti.com/cotiviti-healthcare/cms-rac-provider-resources</a></li> <li>• Region 4/HDI/HMS: <a href="https://racinfo.hms.com/home.aspx">https://racinfo.hms.com/home.aspx</a></li> </ul>