

# HEALTH ADMINISTRATIVE SERVICES

SERVING AS ONE OF THE LARGEST FEDERAL HEALTH CLAIMS ADMINISTRATORS WE PROCESS MILLIONS OF CLAIMS SUBMITTED FROM 400,000 HEALTH CARE PROVIDERS.

## CLAIMS ADMINISTRATION

To effectively process claims on a scale reaching into the hundreds of millions, National Government Services has instituted proprietary processes and workflow automation that streamline how claims are administered. Our methods help protect the program from fraud, waste and abuse, while delivering a high degree of accuracy through quality control checks and sophisticated algorithms to pinpoint anomalies or irregular patterns. Once an outlier is identified, our systems can automatically pause payment pending further investigation.

## CONTACT CENTERS

To ensure the beneficiary and provider have a direct communication channel to the important information regarding the Medicare program, National Government Services provides a leading customer services department that is highly trained in the federal health care business to provide a complete customer service experience.

Our contact centers positioned strategically across the country leverage the latest cloud-based telephony system to Interactive Voice Response system and a self-service web portal. This multi-channel communication approach provides our stakeholders with a choice in managing eligibility, enrollment or claims status details.

## FRAUD PREVENTION SERVICES

With a direct linkage to the provider community and access to decades of beneficiary claims information, National Government Services is one of the few organizations that can analyze the full encounter between the provider and beneficiary. This knowledge is the underlying data used to perform advanced analytics based on history, trends and patterns.

With a team of highly skilled statisticians, clinicians and analysts, federal government agencies turn to National Government Services to lead the effort to design fraud prevention solutions. We work with our preferred partners to develop a complete solution to fight fraud, waste and abuse.

## BUSINESS INTELLIGENCE

National Government Services is able to leverage key health care information that can drive important business decisions and improve both operations as well as the health care experience for the populations we serve. The data we hold is used to build provider profiles that summarize items such as claim histories, top procedure codes billed or top diagnosis. This information identifies opportunities to further educate the beneficiaries or providers regarding their health program.

## PROVIDER ENROLLMENT

National Government Services' provider enrollment team has the capacity to address the challenges of enrolling federal health program providers on a scale reaching into the hundreds of thousands. Our team is committed to improving the enrollment experience and has consistently exceeded timeliness and quality metrics during high inventory spikes.

To better support providers during the revalidation application process, our enrollment team delivered a set of self-service initiatives to reduce errors, lessen the number of customer service calls and shortened the revalidation cycle.

## PROVIDER OUTREACH

The provider's understanding of the Medicare program is vital to delivering the best care to Medicare beneficiaries. National Government Services is considered one of the nation's leading Medicare program experts. We offer multifaceted education solutions that include an extensive nationwide schedule of face-to-face sessions, one-on-one training and self-service resources such as [www.Medicareuniversity.com](http://www.Medicareuniversity.com) to deliver the instructions required for effective participation in the Medicare program.



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## SOLUTIONS IN ACTION

PROCESSING MEDICARE  
FEE-FOR-SERVICE CLAIMS  
SUBMITTED BY THE 400,000  
HEALTH CARE PROVIDERS  
WITHIN THE JURISDICTIONS  
WE SERVE.

### MEDICARE ADMINISTRATIVE CONTRACTOR

National Government Services is responsible for Medicare Fee-for-Service claims processing for Part A (Hospital) and Part B (Medical) including home health agencies and hospices, submitted by the 400,000 health care providers within the Medicare jurisdictions we serve (Jurisdictions 6 and K).

As one of the leading Medicare contractors in the country, National Government Services processes approximately 252 million claims on an annual basis, or an average of \$75 billion in payments.

National Government Services is the partner of choice for agencies who want to limit the risk of their health programs by working with an experienced solution provider to help drive the transformation of health care delivery and payment models.



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**ABOUT US:** National Government Services is a federal health solutions company solving the greatest health care challenges in America.

[WWW.NGSSERVICES.COM](http://WWW.NGSSERVICES.COM)