

**INTEGRITY AGREEMENT**  
**BETWEEN THE**  
**OFFICE OF INSPECTOR GENERAL**  
**OF THE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**AND**  
**WEST VALLEY IMAGING LIMITED PARTNERSHIP,**  
**WILLIAM L. BOREN, M.D., AND LUKE S. CESARETTI, M.D.**

**I. PREAMBLE**

West Valley Imaging Limited Partnership, William L. Boren, M.D., and Luke S. Cesaretti, M.D. (referred to collectively as West Valley) hereby enter into this Integrity Agreement (IA) with the Office of Inspector General (OIG) of the United States Department of Health and Human Services (HHS) to promote compliance with the statutes, regulations, program requirements, and written directives of Medicare, Medicaid, and all other Federal health care programs (as defined in 42 U.S.C. § 1320a-7b(f)) (Federal health care program requirements). This IA applies to West Valley, any entity in which West Valley has an ownership or control interest at any time during the term of the IA, as defined in 42 U.S.C. § 1320a-3(a)(3), and any other Covered Persons as defined in Section II.C. Contemporaneously with this IA, West Valley is entering into a Settlement Agreement with the United States.

**II. TERM AND SCOPE OF THE IA**

A. The date on which the final signatory of this IA executes this IA shall be known as the Effective Date, unless otherwise specified. The period of compliance obligations assumed by West Valley under this IA shall be five (5) years from the Effective Date. Each one-year period, beginning with the one-year period following the Effective Date, shall be referred to as a "Reporting Period."

B. Sections VII, IX, X, and XI shall expire no later than 120 days from OIG's receipt of: (1) West Valley's final Annual Report; or (2) any additional materials submitted by West Valley pursuant to OIG's request, whichever is later.

C. The term "Covered Persons" includes:

1. West Valley and all associates, employees, partners, and shareholders of West Valley;
2. all contractors, agents, and other persons who provide patient care items or services or who perform billing or coding functions on behalf of West Valley; and
3. all employees of any entity in which West Valley has an ownership or control interest at any time during the term of this IA (as defined in 42 U.S.C. §1320a-3(a)(3)) and any contractors, agents, or other persons who provide patient care items or services or who perform billing or coding functions on behalf of such entity.

### **III. INTEGRITY OBLIGATIONS**

West Valley shall establish and maintain a Compliance Program that includes the following elements:

A. Compliance Contact. Within 30 days after the Effective Date, West Valley shall designate a Covered Person to be responsible for compliance activities (Compliance Contact). West Valley shall maintain a Compliance Contact for the term of this IA. The Compliance Contact shall be responsible for: (1) monitoring West Valley's day-to-day compliance activities; (2) meeting all reporting obligations created under this IA; and (3) responding to questions and concerns from Covered Persons and OIG regarding compliance with the IA.

West Valley shall report to OIG, in writing, any changes in the identity or job responsibilities of the Compliance Contact, or any actions or changes that would affect the Compliance Contact's ability to perform the duties necessary to meet the obligations in this IA within 15 days after such change. The name, phone number, and a description of any other job responsibilities performed by the Compliance Contact shall be included in the Implementation Report.

B. Posting of Notice. Within the 90 days after the Effective Date, West Valley shall post, at each West Valley location, in a prominent place accessible to all patients and Covered Persons a notice detailing its commitment to comply with all Federal health care program requirements in the conduct of its business.

This notice shall include the following information: (i) a means (e.g., telephone number or address) by which billing concerns and other issues may be reported anonymously; (ii) West Valley's commitment to maintain the confidentiality of the

report; and (iii) notification that reporting concerns and issues will not result in retribution or retaliation by West Valley.

This notice shall also include the HHS OIG Fraud Hotline telephone number (1-800-HHS-TIPS) as a confidential means by which suspected fraud or abuse in the Federal health care programs may be reported. A copy of this notice shall be included in the Implementation Report.

C. Billing and Claims Submission and Medical Record Documentation Procedures. Within 90 days after the Effective Date, West Valley shall develop, implement, and distribute to all Covered Persons detailed Written Procedures and Requirements. Specifically, West Valley shall develop Written Procedures and Requirements for (i) preparing and submitting claims to Federal health care programs on behalf of West Valley, (ii) obtaining and maintaining the proper documentation of medical records and billing information for services furnished by West Valley, and (iii) detailing the Medicare program's requirements for obtaining and maintaining an order from a beneficiary's treating physician in connection with performing diagnostic tests, with specific reference to and illustrations of application of these program requirements to the types of tests commonly performed by West Valley. Within 90 days after the Effective Date, each Covered Person shall certify in writing that he or she has received, read, understood, and shall abide by these Written Procedures and Requirements. New Covered Persons shall receive and review the Written Procedures and Requirements, and shall complete the required certification within 30 days after becoming a Covered Person or within 90 days after the Effective Date, whichever is later.

At least annually (and more frequently if appropriate), West Valley shall assess and update, as necessary, these Written Procedures and Requirements. Within 30 days after the effective date of any revisions, any such revised procedures and requirements shall be distributed to all Covered Persons.

D. Training and Certification.

1. *Training.* Within 90 days after the Effective Date and during each subsequent Reporting Period, all Covered Persons shall receive at least three hours of training from an individual or entity, other than West Valley or another Covered Person. Training may be received from a variety of sources (e.g., CME classes, hospitals, associations, Medicare contractors).

New Covered Persons shall receive the training described above within 30 days after becoming a Covered Person or within 90 days after the Effective Date, whichever is later. A new Covered Person shall work under the direct supervision of a Covered Person who has received such training, to the extent that the work relates to the delivery of patient care items or services and/or the preparation or submission of claims for reimbursement from any Federal health care program, until such time as the new Covered Person completes the training.

At a minimum, the initial, annual, and new Covered Person training sessions shall include the following topics:

- a. the requirements of West Valley's IA;
- b. the accurate coding and submission of claims for services rendered and/or items provided to Federal health care program beneficiaries;
- c. applicable reimbursement statutes, regulations, and program requirements and directives;
- d. the policies, procedures, and other requirements applicable to the documentation of medical records;
- e. the personal obligation of each individual involved in the coding and claims submission process to ensure that such claims are accurate;
- f. the legal sanctions for the submission of improper claims or violations of the Federal health care program requirements; and
- g. examples of proper and improper coding and claims submission practices, including Medicare program requirements for obtaining and maintaining a treating physician's order in connection with tests performed by West Valley.

2. *Certification.* Each individual who is required to receive training shall certify in writing, or in electronic form if the training is computerized, that he or she has received the required training. The certification shall specify the type of training received and the date received. West Valley shall retain the certifications along with all training

materials. The certifications and the training materials shall be made available to OIG, upon request.

3. *Qualifications of Trainer(s)*. Persons providing the training shall be knowledgeable about the subject area(s) they address. A description of each trainer's professional qualifications to address the topics assigned to that trainer shall be included in the Implementation Report and updated, as necessary, in Annual Reports.

4. *Update of Training*. The training required by this section shall be updated as necessary to reflect changes in Federal health care program requirements, any issues discovered during the Claims Review and Focused Treating Physician Order Review, and any other relevant information.

5. *Computer Based Training*. West Valley may provide the training required under this IA through appropriate computer-based training approaches. If West Valley chooses to provide computer-based training, it shall make available appropriately qualified and knowledgeable staff or trainers to answer questions or provide additional information to the individuals receiving such training.

#### E. Review Procedures.

##### 1. *General Description*.

a. *Engagement of Independent Review Organization*. Within 90 days after the Effective Date, West Valley shall engage an individual or entity, such as an accounting, auditing, or consulting firm (hereinafter "Independent Review Organization" or "IRO"), to perform reviews to assist West Valley in assessing and evaluating its billing and coding practices and its Written Procedures and Requirements (see Section III. C supra). The applicable requirements relating to the IRO are outlined in Appendix A to this IA, which is incorporated by reference.

b. *Reviews*. The IRO shall evaluate and analyze West Valley's coding, billing, and claims submission to the Federal health care programs and the reimbursement received (Claims Review). The IRO shall also evaluate and analyze West Valley's standards and procedures for obtaining and implementing treating physicians' orders for Medicare beneficiaries (Focused Treating Physician Order

Review). Additional details regarding these reviews are set forth below.

2. *Claims Review.*

a. *Performing the Review.* The Claims Review shall include a Discovery Sample of 60 Paid Claims and, if the Error Rate for the Discovery Sample is 5% or greater, a Full Sample and Systems Review. The applicable definitions, procedures, and reporting requirements are outlined in Appendix B to this IA, which is incorporated by reference.

b. *Frequency of Claims Review.* The Claims Review shall be performed annually and shall cover each of the Reporting Periods. The IRO shall perform all components of each annual Claims Review.

c. *Retention of Records.* The IRO and West Valley shall retain and make available to OIG, upon request, all work papers, supporting documentation, correspondence, and draft reports (those exchanged between the IRO and West Valley) related to the reviews.

d. *Claims Review Report.* The IRO shall prepare a report based upon the Claims Review performed (Claims Review Report). Information to be included in the Claims Review Report is described in Appendix B.

3. *Repayment of Identified Overpayments.* In accordance with Section III.H.1, West Valley shall repay within 30 days any Overpayment(s) identified in the Discovery Sample or the Full Sample (if applicable) of the Claims Review, regardless of the Error Rate, to the appropriate payor and in accordance with payor refund policies. West Valley shall make available to OIG documentation that reflects the refund of the Overpayment(s) to the payor.

4. *Validation Review.* In the event OIG has reason to believe that: (a) West Valley's Claims Review fails to conform to the requirements of this IA; or (b) the IRO's findings or Claims Review results are inaccurate, OIG may, at its sole discretion, conduct its own review to determine whether the Claims Review complied

with the requirements of the IA and/or the findings or Claims Review results are inaccurate (Validation Review). West Valley shall pay for the reasonable cost of any such review performed by OIG or any of its designated agents so long as it is initiated within one year after West Valley's final submission (as described in Section II) is received by OIG.

Prior to initiating a Validation Review, OIG shall notify West Valley of its intent to do so and provide a written explanation of why OIG believes such a review is necessary. To resolve any concerns raised by OIG, West Valley may request a meeting with OIG to: (a) discuss the results of any Claims Review submissions or findings; (b) present any additional or relevant information to clarify the results of the Claims Review to correct the inaccuracy of the Claims Review; and/or (c) propose alternatives to the proposed Validation Review. West Valley agrees to provide any additional information requested by OIG under this Section in an expedited manner. OIG will attempt in good faith to resolve any Claims Review issues with West Valley prior to conducting a Validation Review. However, the final determination as to whether or not to proceed with a Validation Review shall be made at the sole discretion of OIG.

5. *Focused Treating Physician Order Review.* In addition to performing the Claims Review, the IRO also shall conduct quarterly reviews of West Valley's compliance with the Written Procedures and Requirements of Section III.C of the IA. The applicable definitions, procedures, and reporting requirements are outlined in Appendix B to this IA, which is incorporated by reference.

6. *Independence and Objectivity Certification.* The IRO shall include in its report(s) to West Valley a certification or sworn affidavit that it has evaluated its professional independence and objectivity, as appropriate to the nature of the engagement, with regard to the Claims Review and Focused Treating Physician Order Review, and that it has concluded that it is, in fact, independent and objective.

#### F. Ineligible Persons.

1. *Definitions.* For purposes of this IA:

- a. an "Ineligible Person" shall include an individual or entity who:
  - i. is currently excluded, debarred, suspended, or otherwise ineligible to participate in the Federal

health care programs or in Federal procurement or nonprocurement programs; or

ii. has been convicted of a criminal offense that falls within the ambit of 42 U.S.C. § 1320a-7(a), but has not yet been excluded, debarred, suspended, or otherwise declared ineligible.

b. "Exclusion Lists" include:

i. the HHS/OIG List of Excluded Individuals/Entities (available through the Internet at <http://www.oig.hhs.gov>); and

ii. the General Services Administration's List of Parties Excluded from Federal Programs (available through the Internet at <http://www.epls.gov>)

2. *Screening Requirements.* West Valley shall not hire, employ or engage as a Covered Person any Ineligible Person. West Valley shall ensure that all Covered Persons are not Ineligible Persons, by implementing the following screening requirements.

a. West Valley shall screen all Covered Persons against the Exclusion Lists prior to engaging their services and, as part of the hiring or contracting process, shall require Covered Persons to disclose whether they are Ineligible Persons.

b. West Valley shall screen all Covered Persons against the Exclusion Lists within 90 days after the Effective Date and on an annual basis thereafter.

c. West Valley shall require all Covered Persons to immediately disclose any debarment, exclusion, suspension, or other event that makes that Covered Person an Ineligible Person.

West Valley shall maintain documentation demonstrating that: (1) it has checked the Exclusion Lists (e.g., print screens from search results) and determined that



such individuals or entities are not Ineligible Persons; and (2) has required individuals and entities to disclose if they are an Ineligible Person (e.g., employment applications).

Nothing in this Section affects the responsibility of (or liability for) West Valley to refrain from billing Federal health care programs for items or services furnished, ordered, or prescribed by an Ineligible Person. West Valley understands that items or services furnished by excluded persons are not payable by Federal health care programs and that West Valley may be liable for overpayments and/or criminal, civil, and administrative sanctions for employing or contracting with an excluded person regardless of whether West Valley meets the requirements of Section III.G.

3. *Removal Requirement.* If West Valley has actual notice that a Covered Person has become an Ineligible Person, West Valley shall remove such Covered Person from responsibility for, or involvement with, West Valley's business operations related to the Federal health care programs and shall remove such Covered Person from any position for which the Covered Person's compensation or the items or services rendered, ordered, or prescribed by the Covered Person are paid in whole or part, directly or indirectly, by Federal health care programs or otherwise with Federal funds at least until such time as the Covered Person is reinstated into participation in the Federal health care programs.

4. *Pending Charges and Proposed Exclusions.* If West Valley has actual notice that a Covered Person is charged with a criminal offense that falls within the scope of 42 U.S.C. §§ 1320a-7(a), 1320a-7(b)(1)-(3), or is proposed for exclusion during the Covered Person's employment or contract term, West Valley shall take all appropriate actions to ensure that the responsibilities of that Covered Person have not and shall not adversely affect the quality of care rendered to any beneficiary, patient, or resident, or the accuracy of any claims submitted to any Federal health care program.

G. Notification of Government Investigation or Legal Proceedings.

Within 30 days after discovery, West Valley shall notify OIG, in writing, of any ongoing investigation or legal proceeding known to West Valley conducted or brought by a governmental entity or its agents involving an allegation that West Valley has committed a crime or has engaged in fraudulent activities. This notification shall include a description of the allegation, the identity of the investigating or prosecuting agency, and the status of such investigation or legal proceeding. West Valley shall also provide written notice to OIG within 30 days after the resolution of the matter, and shall provide OIG with a description of the findings and/or results of the proceedings, if any.

## H. Reporting.

### 1. *Overpayments.*

a. *Definition of Overpayments.* For purposes of this IA, an “Overpayment” shall mean the amount of money West Valley has received in excess of the amount due and payable under any Federal health care program requirements.

b. *Reporting of Overpayments.* If, at any time, West Valley identifies or learns of any Overpayment, West Valley shall notify the payor (e.g., Medicare fiscal intermediary or carrier) within 30 days after identification of the Overpayment and take remedial steps within 60 days after identification (or such additional time as may be agreed to by the payor) to correct the problem, including preventing the underlying problem and the Overpayment from recurring. Also, within 30 days after identification of the Overpayment, West Valley shall repay the Overpayment to the appropriate payor to the extent such Overpayment has been quantified. If not yet quantified within 30 days after identification, West Valley shall notify the payor at that time of its efforts to quantify the Overpayment amount and provide a schedule of when such work is expected to be completed. Notification and repayment to the payor shall be done in accordance with the payor’s policies, and for Medicare contractors shall include the information contained on the Overpayment Refund Form, provided as Appendix C to this IA. Notwithstanding the above, notification and repayment of any Overpayment amount that routinely is reconciled or adjusted pursuant to policies and procedures established by the payor should be handled in accordance with such policies and procedures.

### 2. *Reportable Events.*

a. *Definition of Reportable Event.* For purposes of this IA, a “Reportable Event” means anything that involves:

- i. a substantial Overpayment;

ii. a matter that a reasonable person would consider a probable violation of criminal, civil, or administrative laws applicable to any Federal health care program for which penalties or exclusion may be authorized; or

iii. the filing of a bankruptcy petition by West Valley.

A Reportable Event may be the result of an isolated event or a series of occurrences.

b. *Reporting of Reportable Events.* If West Valley determines (after a reasonable opportunity to conduct an appropriate review or investigation of the allegations) through any means that there is a Reportable Event, West Valley shall notify OIG, in writing, within 30 days after making the determination that the Reportable Event exists. The report to OIG shall include the following information:

i. If the Reportable Event results in an Overpayment, the report to OIG shall be made at the same time as the notification to the payor required in Section III.H.1, and shall include all of the information on the Overpayment Refund Form, as well as:

(A) the payor's name, address, and contact person to whom the Overpayment was sent; and

(B) the date of the check and identification number (or electronic transaction number) by which the Overpayment was repaid/refunded;

ii. a complete description of the Reportable Event, including the relevant facts, persons involved, and legal and Federal health care program authorities implicated;

iii. a description of West Valley's actions taken to correct the Reportable Event; and

- iv. any further steps West Valley plans to take to address the Reportable Event and prevent it from recurring.

If the Reportable Event involves the filing of a bankruptcy petition, the report to the OIG shall include documentation of the filing and a description of any Federal health care program authorities implicated.

#### I. Third Party Billing.

If, prior to the Effective Date or at any time during the term of this IA, West Valley contracts with a third party billing company to submit claims to the Federal health care programs on behalf of West Valley, West Valley must certify to OIG that it does not have an ownership or control interest (as defined in 42 U.S.C. § 1320a-3(a)(3)) in the third party billing company and is not employed by, and does not act as a consultant to, the third party billing company. Such certification must be included in the Implementation Report and each Annual Report (as applicable) submitted to OIG.

West Valley also shall obtain and provide to OIG in the Implementation Report and each Annual Report (as applicable) a certification from any third party billing company that the company: (i) has a policy of not employing any person who is excluded, debarred, suspended or otherwise ineligible to participate in Medicare or other Federal health care programs to perform any duties related directly or indirectly to the preparation or submission of claims to Federal health care programs; (ii) screens its prospective and current employees against the HHS/OIG List of Excluded Individuals/Entities and the General Services Administration's List of Parties Excluded from Federal Programs; and (iii) provides training in the applicable requirements of the Federal health care programs to those employees involved in the preparation and submission of claims to Federal health care programs.

#### IV. CHANGES TO BUSINESS UNITS OR LOCATIONS; NEW EMPLOYMENT OR CONTRACTUAL ARRANGEMENT

A. Change or Closure of Unit or Location. In the event that, after the Effective Date, West Valley changes locations or closes a business unit or location related to the furnishing of items or services that may be reimbursed by Federal health care programs, West Valley shall notify OIG of this fact as soon as possible, but no later than 30 days after the date of change or closure of the location.

B. Purchase or Establishment of New Unit or Location. In the event that, after the Effective Date, West Valley purchases or establishes a new business unit or location related to the furnishing of items or services that may be reimbursed by Federal health care programs, West Valley shall notify OIG at least 30 days prior to such purchase or the operation of the new business unit or location. This notification shall include the address of the new business unit or location, phone number, fax number, Medicare Provider number, provider identification number, and/or supplier number, and the name and address of the contractor that issued each number. Each new business unit or location and all Covered Persons at each new business unit or location shall be subject to the applicable requirements of this IA.

C. Sale of Unit or Location. In the event that, after the Effective Date, West Valley proposes to sell any or all of its business units or locations that are subject to this IA, West Valley shall notify OIG of the proposed sale at least 30 days prior to the sale of such business unit or location. This notification shall include a description of the business unit or location to be sold, a brief description of the terms of the sale, and the name and contact information of the prospective purchaser. This IA shall be binding on the purchaser of such business unit or location, unless otherwise determined and agreed to in writing by OIG.

D. New Employment or Contractual Arrangement. Prior to West Valley becoming an employee or contractor with another party related to the furnishing of items or services that may be reimbursed by Federal health care programs, West Valley shall notify that party of this IA. This notification shall include a copy of the IA, a statement indicating the remaining term of the IA, and a summary of West Valley's obligations under the IA. In addition, West Valley shall notify OIG of such relationship in its next Annual Report.

## V. IMPLEMENTATION AND ANNUAL REPORTS

A. Implementation Report. Within 120 days after the Effective Date, West Valley shall submit a written report to OIG summarizing the status of its implementation of the requirements of this IA (Implementation Report). The Implementation Report shall, at a minimum, include:

1. the name, phone number, and a description of any other job responsibilities performed by the Compliance Contact, and the date the Compliance Contact was appointed;

2. a copy of the notice West Valley posted in its office(s) as required by Section III.B, a description of where the notice is posted, and the date the notice was posted;
3. a copy of the Written Procedures and Requirements set forth in Section III.C;
4. a description of the training provided in accordance with the requirements of Section III.D, including a summary of the topics covered, the length of each session, and a schedule of when the training session(s) were held;
5. the following information regarding the IRO: (a) identity, address and phone number; (b) a copy of the engagement letter; and (c) a summary and description of any current and prior engagements between West Valley and the IRO;
6. a certification from the IRO regarding its professional independence and objectivity with respect to West Valley;
7. a certification by West Valley that all prospective and current Covered Persons are being screened against the Exclusion Lists, as required by section III.F;
8. the name, title, and responsibilities of any person who is determined to be an Ineligible Person under Section III.F, the actions taken in response to the screening and removal obligations set forth in Section III.F, and the actions taken to identify, quantify, and repay any overpayments to Federal health care programs relating to items or services furnished, ordered, or prescribed by such Ineligible Person;
9. a copy of any certifications from West Valley and the third party billing company required by Section III.I (if applicable);
10. a list of all of West Valley's locations (including locations and mailing addresses), the corresponding name under which each location is doing business, the corresponding phone numbers and fax numbers, each location's Medicare Provider number(s), provider identification number(s), and/or supplier number(s), and the name and address of each Medicare contractor to which West Valley currently submits claims;
11. if West Valley became an employee or contractor with another party related to the furnishing of items or services that may be reimbursed by Federal health

care programs, West Valley shall inform OIG of the name, location, relationship, and its responsibilities with respect West Valley's employment or contract; and

12. a certification by West Valley and the Compliance Contact that: (a) he or she has reviewed the IA in its entirety, understands the requirements described within, and maintains a copy for reference; (b) to the best of his or her knowledge, except as otherwise described in the Implementation Report, West Valley is in compliance with all of the requirements of this IA; and (c) he or she has reviewed the Implementation Report and has made a reasonable inquiry regarding its content and believes that the information is accurate and truthful.

B. Annual Reports. West Valley shall submit to OIG Annual Reports with respect to the status of, and findings regarding, West Valley's compliance activities for each of the five (5) Reporting Periods (Annual Report). Each Annual Report shall, at a minimum, include:

1. any change in the name, phone number, or job responsibilities of the Compliance Contact;
2. any changes to the posted notice and the reason for such changes;
3. a copy of any new or revised procedures required by Section III.C and the reason(s) for any revisions (e.g., change in contractor policies, change in West Valley's treating physician order intake or implementation procedures, etc.);
4. a description of the training provided in accordance with the requirements of Section III.D, including a summary of the topics covered; the length of each session; and a schedule of when the training session(s) was held;
5. a complete copy of all reports prepared pursuant to Section III.E;
6. West Valley's response and corrective action plan(s) related to any issues raised by the reports prepared pursuant to Section III.E;
7. a summary and description of any current and prior engagements and agreements between West Valley and the IRO, if different from what was submitted as part of the Implementation Report;

8. a certification from the IRO regarding its professional independence and objectivity with respect to West Valley;

9. a certification by West Valley that all prospective and current Covered Persons are being screened against the Exclusion Lists, as required by section III.F;

10. the name, title, and responsibilities of any person who is determined to be an Ineligible Person under Section III.F, the actions taken in response to the screening and removal obligations set forth in Section III.F, and the actions taken to identify, quantify, and repay any overpayments to Federal health care programs relating to items or services furnished, ordered, or prescribed by such Ineligible Person;

11. a summary describing any ongoing investigation or legal proceeding required to have been reported pursuant to Section III.G. The summary shall include a description of the allegation, the identity of the investigating or prosecuting agency, and the status of such investigation or legal proceeding;

12. a summary of Reportable Events (as defined in Section III.H) identified during the Reporting Period and the status of any corrective and preventative action relating to all such Reportable Events;

13. a report of the aggregate Overpayments that have been returned to the Federal health care programs. Overpayment amounts shall be broken down into the following categories: Medicare, Medicaid, and other Federal health care programs;

14. a copy of any certifications from West Valley and the third party billing company required by Section III.I (if applicable);

15. a description of all changes to the most recently provided list of West Valley's locations (including addresses) as required by Section V.A.10; the corresponding name under which each location is doing business; the corresponding phone numbers and fax numbers; each location's Medicare Provider number(s), provider identification number(s), and/or supplier number(s); and the name and address of each Medicare contractor to which West Valley currently submits claims;

16. if West Valley became an employee or contractor with another party related to the furnishing of items or services that may be reimbursed by Federal health care programs, West Valley shall inform OIG of the name, location, relationship, and its responsibilities with respect to West Valley's employment or contract;



17. a certification signed by West Valley and the Compliance Contact certifying that: (a) he or she has reviewed the IA in its entirety, understands the requirements described within, and maintains a copy for reference; (b) to the best of his or her knowledge, except as otherwise described in the Annual Report, West Valley is in compliance with all of the requirements of this IA; and (c) he or she has reviewed the Annual Report and has made a reasonable inquiry regarding its content and believes that the information is accurate and truthful; and

18. copies of any revisions to the Written Procedures and Requirements developed pursuant to section III.C and an explanation of such revisions;

The first Annual Report shall be received by OIG no later than 60 days after the end of the first Reporting Period. Subsequent Annual Reports shall be received by OIG no later than the anniversary date of the due date of the first Annual Report.

C. Designation of Information. West Valley shall clearly identify any portions of its submissions that it believes are trade secrets, or information that is commercial or financial and privileged or confidential, and therefore potentially exempt from disclosure under the Freedom of Information Act (FOIA), 5 U.S.C. § 552. West Valley shall refrain from identifying any information as exempt from disclosure if that information does not meet the criteria for exemption from disclosure under FOIA.

## **VI. NOTIFICATIONS AND SUBMISSION OF REPORTS**

Unless otherwise stated in writing after the Effective Date, all notifications and reports required under this IA shall be submitted to the following entities:

OIG:

Administrative and Civil Remedies Branch  
Office of Counsel to the Inspector General  
Office of Inspector General  
U.S. Department of Health and Human Services  
Cohen Building, Room 5527  
330 Independence Avenue, SW  
Washington, DC 20201  
Telephone: (202) 619-2078  
Facsimile: (202) 205-0604

West Valley Contacts:

William Boren, M.D.  
3025 S. Rainbow Blvd.  
Las Vegas, Nevada 89146  
Phone: (702) 222-3544  
Facsimile: (702) 889-0422

Nancy Patton, MBA, CHC  
Compliance Officer  
3025 S. Rainbow Blvd.  
Las Vegas, Nevada 89416  
Phone: (702) 222-3544  
Facsimile: (702) 889-0422

Unless otherwise specified, all notifications and reports required by this IA shall be made by certified mail, overnight mail, hand delivery, or other means, provided that there is proof that such notification was received. For purposes of this requirement, internal facsimile confirmation sheets do not constitute proof of receipt. Upon request by OIG, West Valley may be required to provide OIG with an electronic copy of each notification or report required by this IA in searchable portable document format (pdf), either instead of or in addition to, a paper copy.

**VII. OIG INSPECTION, AUDIT, AND REVIEW RIGHTS**

In addition to any other rights OIG may have by statute, regulation, or contract, OIG or its duly authorized representative(s) may examine or request copies of West Valley's books, records, and other documents and supporting materials and/or conduct on-site reviews of any of West Valley's locations for the purpose of verifying and evaluating: (a) West Valley's compliance with the terms of this IA; and (b) West Valley's compliance with the requirements of the Federal health care programs in which it participates. The documentation described above shall be made available by West Valley to OIG or its duly authorized representative(s) at all reasonable times for inspection, audit, or reproduction. Furthermore, for purposes of this provision, OIG or its duly authorized representative(s) may interview any of West Valley's employees, contractors, or agents who consent to be interviewed at the individual's place of business during normal business hours or at such other place and time as may be mutually agreed upon between the individual and OIG. West Valley shall assist OIG or its duly authorized representative(s) in contacting and arranging interviews with such individuals

upon OIG's request. West Valley's employees may elect to be interviewed with or without a representative of West Valley present.

### **VIII. DOCUMENT AND RECORD RETENTION**

West Valley shall maintain for inspection all documents and records relating to reimbursement from the Federal health care programs, and to compliance with this IA, for six (6) years (or longer if otherwise required by law) from the Effective Date.

### **IX. DISCLOSURES**

Consistent with HHS's FOIA procedures, set forth in 45 C.F.R. Part 5, OIG shall make a reasonable effort to notify West Valley prior to any release by OIG of information submitted by West Valley pursuant to its obligations under this IA and identified upon submission by West Valley as trade secrets, or information that is commercial or financial and privileged or confidential, under the FOIA rules. With respect to such releases, West Valley shall have the rights set forth at 45 C.F.R. § 5.65(d).

### **X. BREACH AND DEFAULT PROVISIONS**

West Valley is expected to fully and timely comply with all of its IA obligations.

A. Stipulated Penalties for Failure to Comply with Certain Obligations. As a contractual remedy, West Valley and OIG hereby agree that failure to comply with certain obligations set forth in this IA (unless a timely written request for an extension has been submitted and approved in accordance with Section B below) may lead to the imposition of the following monetary penalties (hereinafter referred to as "Stipulated Penalties") in accordance with the following provisions.

1. A Stipulated Penalty of \$750 (which shall begin to accrue on the day after the date the obligation became due) for each day West Valley fails to:

- a. designate a Compliance Contact in accordance with the requirements of Section III.A;
- b. establish and/or post a notice in accordance with the requirements of Section III.B;

- c. implement, distribute, or update the Written Procedures and Requirements required by Section III.C;
- d. establish and implement a training program in accordance with the requirements of Section III.D;
- e. engage an IRO in accordance with the requirements of Section III.E and Appendix A;
- f. submit the IRO's annual Claims Review Report and the Focused Treating Physician Order Review Reports in accordance with the requirements of Section III.E and Appendix B;
- g. obtain and/or maintain the following documentation: written procedures certifications in accordance with the requirements of Section III.C, training certification(s) in accordance with the requirements of Section III.D, and/or documentation of screening and disclosure requirements in accordance with the requirements of Section III.F;
- h. screen Covered Persons in accordance with the requirements of Section III.F; or require Covered Persons to disclose if they are debarred, excluded, suspended or are otherwise considered an Ineligible Person in accordance with the requirements of Section III.F;
- i. notify OIG of a government investigation or legal proceeding, in accordance with the requirements of Section III.G; or
- j. provide to OIG the certifications required by Section III.I relating to any third party biller engaged by West Valley during the term of the IA; or
- k. notify OIG of a Reportable Event in accordance with Section III.H.2.b.

2. A Stipulated Penalty of \$1,000 (which shall begin to accrue on the day after the date the obligation became due) for each day West Valley fails to submit the

Implementation Report or the Annual Reports to OIG in accordance with the requirements of Section V by the deadlines for submission.

3. A Stipulated Penalty of \$750 for each day West Valley fails to grant access as required in Section VII. (This Stipulated Penalty shall begin to accrue on the date West Valley fails to grant access.)

4. A Stipulated Penalty of \$5,000 for each false certification submitted by or on behalf of West Valley as part of its Implementation Report, Annual Reports, additional documentation to a report (as requested by OIG), or as otherwise required by this IA.

5. A Stipulated Penalty of \$750 for each day West Valley fails to comply fully and adequately with any obligation of this IA. OIG shall provide notice to West Valley stating the specific grounds for its determination that West Valley has failed to comply fully and adequately with the IA obligation(s) at issue and steps the West Valley shall take to comply with the IA. (This Stipulated Penalty shall begin to accrue 10 days after the date West Valley receives this notice from OIG of the failure to comply.) A Stipulated Penalty as described in this Subsection shall not be demanded for any violation for which OIG has sought a Stipulated Penalty under Subsections 1-4 of this Section.

B. Timely Written Requests for Extensions. West Valley may, in advance of the due date, submit a timely written request for an extension of time to perform any act or file any notification or Report required by this IA. Notwithstanding any other provision in this Section, if OIG grants the timely written request with respect to an act, notification, or Report, Stipulated Penalties for failure to perform the act or file the notification or Report shall not begin to accrue until one day after West Valley fails to meet the revised deadline set by OIG. Notwithstanding any other provision in this Section, if OIG denies such a timely written request, Stipulated Penalties for failure to perform the act or file the notification or Report shall not begin to accrue until three business days after West Valley receives OIG's written denial of such request or the original due date, whichever is later. A "timely written request" is defined as a request in writing received by OIG at least five business days prior to the date by which any act is due to be performed or any notification or report is due to be filed.

C. Payment of Stipulated Penalties.

1. *Demand Letter.* Upon a finding that West Valley has failed to comply with any of the obligations described in Section X.A and after determining that Stipulated

Penalties are appropriate, OIG shall notify West Valley of: (a) West Valley's failure to comply; and (b) OIG's intent to exercise its contractual right to demand payment of the Stipulated Penalties (this notification is referred to as the "Demand Letter").

2. *Response to Demand Letter.* Within 10 days of the receipt of the Demand Letter, West Valley shall either: (a) cure the breach to OIG's satisfaction and pay the applicable Stipulated Penalties; or (b) send in writing to OIG a request for a hearing before an HHS administrative law judge (ALJ) to dispute OIG's determination of noncompliance, pursuant to the agreed upon provisions set forth below in Section X.E. In the event West Valley elects to request an ALJ hearing, the Stipulated Penalties shall continue to accrue until West Valley cures, to OIG's satisfaction, the alleged breach in dispute. Failure to respond to the Demand Letter in one of these two manners within the allowed time period shall be considered a material breach of this IA and shall be grounds for exclusion under Section X.D.

3. *Form of Payment.* Payment of the Stipulated Penalties shall be made by electronic funds transfer to an account specified by OIG in the Demand Letter.

4. *Independence from Material Breach Determination.* Except as set forth in Section X.D.1.c, these provisions for payment of Stipulated Penalties shall not affect or otherwise set a standard for OIG's decision that West Valley has materially breached this IA, which decision shall be made at OIG's discretion and shall be governed by the provisions in Section X.D, below.

D. Exclusion for Material Breach of this IA.

1. *Definition of Material Breach.* A material breach of this IA means:
  - a. a failure by West Valley to report a Reportable Event, take corrective action and make the appropriate refunds, as required in Section III.H;
  - b. a repeated or flagrant violation of the obligations under this IA, including, but not limited to, the obligations addressed in Section X.A;
  - c. a failure to respond to a Demand Letter concerning the payment of Stipulated Penalties in accordance with Section X.C; or

d. a failure to engage and use an IRO in accordance with Section III.E.

2. *Notice of Material Breach and Intent to Exclude.* The parties agree that a material breach of this IA by West Valley constitutes an independent basis for West Valley's exclusion from participation in the Federal health care programs. Upon a determination by OIG that West Valley has materially breached this IA and that exclusion is the appropriate remedy, OIG shall notify West Valley of: (a) West Valley's material breach; and (b) OIG's intent to exercise its contractual right to impose exclusion (this notification is hereinafter referred to as the "Notice of Material Breach and Intent to Exclude").

3. *Opportunity to Cure.* West Valley shall have 30 days from the date of receipt of the Notice of Material Breach and Intent to Exclude to demonstrate to OIG's satisfaction that:

- a. West Valley is in compliance with the obligations of the IA cited by OIG as being the basis for the material breach;
- b. the alleged material breach has been cured; or
- c. the alleged material breach cannot be cured within the 30-day period, but that: (i) West Valley has begun to take action to cure the material breach; (ii) West Valley is pursuing such action with due diligence; and (iii) West Valley has provided to OIG a reasonable timetable for curing the material breach.

4. *Exclusion Letter.* If, at the conclusion of the 30-day period, West Valley fails to satisfy the requirements of Section X.D.3, OIG may exclude West Valley from participation in the Federal health care programs. OIG shall notify West Valley in writing of its determination to exclude West Valley (this letter shall be referred to hereinafter as the "Exclusion Letter"). Subject to the Dispute Resolution provisions in Section X.E, below, the exclusion shall go into effect 30 days after the date of West Valley's receipt of the Exclusion Letter. The exclusion shall have national effect and shall also apply to all other Federal procurement and nonprocurement programs. Reinstatement to program participation is not automatic. At the end of the period of exclusion, West Valley may apply for reinstatement, by submitting a written request for reinstatement in accordance with the provisions at 42 C.F.R. §§ 1001.3001-.3004.

## E. Dispute Resolution.

1. *Review Rights.* Upon OIG's delivery to West Valley of its Demand Letter or of its Exclusion Letter, and as an agreed-upon contractual remedy for the resolution of disputes arising under this IA, West Valley shall be afforded certain review rights comparable to the ones that are provided in 42 U.S.C. § 1320a-7(f) and 42 C.F.R. Part 1005 as if they applied to the Stipulated Penalties or exclusion sought pursuant to this IA. Specifically, OIG's determination to demand payment of Stipulated Penalties or to seek exclusion shall be subject to review by an HHS ALJ and, in the event of an appeal, the HHS Departmental Appeals Board (DAB), in a manner consistent with the provisions in 42 C.F.R. § 1005.2-1005.21. Notwithstanding the language in 42 C.F.R. § 1005.2(c), the request for a hearing involving Stipulated Penalties shall be made within 10 days after the receipt of the Demand Letter and the request for a hearing involving exclusion shall be made within 25 days after receipt of the Exclusion Letter.

2. *Stipulated Penalties Review.* Notwithstanding any provision of Title 42 of the United States Code or Chapter 42 of the Code of Federal Regulations, the only issues in a proceeding for Stipulated Penalties under this IA shall be: (a) whether West Valley was in full and timely compliance with the obligations of this IA for which OIG demands payment; and (b) the period of noncompliance. West Valley shall have the burden of proving its full and timely compliance and the steps taken to cure the noncompliance, if any. OIG shall not have the right to appeal to the DAB an adverse ALJ decision related to Stipulated Penalties. If the ALJ agrees with OIG with regard to a finding of a breach of this IA and orders West Valley to pay Stipulated Penalties, such Stipulated Penalties shall become due and payable 20 days after the ALJ issues such a decision unless West Valley requests review of the ALJ decision by the DAB. If the ALJ decision is properly appealed to the DAB and the DAB upholds the determination of OIG, the Stipulated Penalties shall become due and payable 20 days after the DAB issues its decision.

3. *Exclusion Review.* Notwithstanding any provision of Title 42 of the United States Code or Chapter 42 of the Code of Federal Regulations, the only issues in a proceeding for exclusion based on a material breach of this IA shall be:

- a. whether West Valley was in material breach of this IA;
- b. whether such breach was continuing on the date of the Exclusion Letter; and



c. whether the alleged material breach could not have been cured within the 30 day period, but that: (i) West Valley had begun to take action to cure the material breach within that period; (ii) West Valley has pursued and is pursuing such action with due diligence; and (iii) West Valley provided to OIG within that period a reasonable timetable for curing the material breach and West Valley has followed the timetable.

For purposes of the exclusion herein, exclusion shall take effect only after an ALJ decision favorable to OIG, or, if the ALJ rules for West Valley, only after a DAB decision in favor of OIG. West Valley's election of its contractual right to appeal to the DAB shall not abrogate OIG's authority to exclude West Valley upon the issuance of an ALJ's decision in favor of OIG. If the ALJ sustains the determination of OIG and determines that exclusion is authorized, such exclusion shall take effect 20 days after the ALJ issues such a decision, notwithstanding that West Valley may request review of the ALJ decision by the DAB. If the DAB finds in favor of OIG after an ALJ decision adverse to OIG, the exclusion shall take effect 20 days after the DAB decision. West Valley shall waive [his, her or its] right to any notice of such an exclusion if a decision upholding the exclusion is rendered by the ALJ or DAB. If the DAB finds in favor of West Valley, West Valley shall be reinstated effective the date of the original exclusion.

4. *Finality of Decision.* The review by an ALJ or DAB provided for above shall not be considered to be an appeal right arising under any statutes or regulations. Consequently, the parties to this IA agree that the DAB's decision (or the ALJ's decision if not appealed) shall be considered final for all purposes under this IA.

#### **XI. EFFECTIVE AND BINDING AGREEMENT**

West Valley and OIG agree as follows:

A. This IA shall become final and binding on the date the final signature is obtained on the IA.

B. This IA constitutes the complete agreement between the parties and may not be amended except by prior written consent of the parties to this IA.

C. This IA shall be binding on the successors, assigns, and transferees of West Valley.

D. OIG may agree to a suspension of West Valley's obligations under this IA in the event of West Valley's cessation of participation in Federal health care programs. If West Valley ceases to participate in Federal health care programs and is relieved of its IA obligations by OIG, West Valley shall notify OIG 30 days in advance of West Valley's intent to reapply as a participating provider or supplier with any Federal health care program. Upon receipt of such notification, OIG shall evaluate whether the IA shall be reactivated or modified.

E. All requirements and remedies set forth in this IA are in addition to, and do not effect (1) West Valley's responsibility to follow all applicable Federal health care program requirements or (2) the Government's right to impose appropriate remedies for failure to follow applicable program requirements.

F. The undersigned West Valley signatories represent and warrant that they are authorized to execute this IA. The undersigned OIG signatory represents that he is signing this IA in his official capacity and that he is authorized to execute this IA.

G. This IA may be executed in counterparts, each of which constitutes an original and all of which constitute one and the same IA. Facsimiles of signatures shall constitute acceptable, binding signatures for purposes of this IA.

ON BEHALF OF WEST VALLEY

/William L. Boren/

West Valley Imaging  
Limited Partnership  
3025 S. Rainbow Blvd.  
Las Vegas, Nevada, 89146

3/12/09  
Date

/William L. Boren/

William L. Boren, M.D.

3/12/09  
Date

/Luke S. Cesaretti/

Luke S. Cesaretti, M.D.

3/12/09  
Date

/Patric Hooper/

Patric Hooper  
Counsel for West Valley

3/13/09  
Date

**ON BEHALF OF THE OFFICE OF INSPECTOR GENERAL OF  
THE DEPARTMENT OF HEALTH AND HUMAN SERVICES**

/Gregory E. Demske/

---

GREGORY E. DEMSKE  
Assistant Inspector General for Legal Affairs  
Office of Counsel to the Inspector General  
Office of Inspector General  
U. S. Department of Health and Human Services

3/13/09  
Date

## APPENDIX A

### INDEPENDENT REVIEW ORGANIZATION

This Appendix contains the requirements relating to the Independent Review Organization (IRO) required by Section III.E of the IA.

A. IRO Engagement. West Valley shall engage an IRO that possesses the qualifications set forth in Paragraph B, below, to perform the responsibilities in Paragraph C, below. The IRO shall conduct the review in a professionally independent and objective fashion, as set forth in Paragraph D. Within 30 days after OIG receives written notice of the identity of the selected IRO, OIG will notify West Valley if the IRO is unacceptable. Absent notification from OIG that the IRO is unacceptable, West Valley may continue to engage the IRO.

If West Valley engages a new IRO during the term of the CIA, this IRO shall also meet the requirements of this Appendix. If a new IRO is engaged, West Valley shall submit the information identified in Section V.A.5 of the IA to OIG within 30 days of engagement of the IRO. Within 30 days after OIG receives written notice of the identity of the selected IRO, OIG will notify West Valley if the IRO is unacceptable. Absent notification from OIG that the IRO is unacceptable, West Valley may continue to engage the IRO.

B. IRO Qualifications. The IRO shall:

1. assign individuals to conduct the Claims Review who have expertise in the billing, coding, reporting, and other requirements of radiology and in the general requirements of the Federal health care program(s) from which West Valley seeks reimbursement;
2. assign individuals to design and select the Claims Review sample who are knowledgeable about the appropriate statistical sampling techniques;
3. assign individuals to conduct the coding review portions of the Claims Review who have a nationally recognized coding certification (e.g., CCA, CCS, CCS-P, CPC, RRA, etc.) and who have maintained this certification (e.g., completed applicable continuing education requirements); and
4. have sufficient staff and resources to conduct the reviews required by the IA on a timely basis.

C. IRO Responsibilities. The IRO shall:

1. perform each Claim Review in accordance with the specific requirements of the IA;
2. follow all applicable Medicare rules and reimbursement guidelines in making assessments in the Claims Review;
3. if in doubt of the application of a particular Medicare policy or regulation, request clarification from the appropriate authority (e.g., fiscal intermediary or carrier);
4. respond to all OIG inquiries in a prompt, objective, and factual manner; and
5. prepare timely, clear, well-written reports that include all the information required by Appendix B to the IA.

D. IRO Independence and Objectivity. The IRO must perform the Claims Review in a professionally independent and objective fashion, as appropriate to the nature of the engagement, taking into account any other business relationships or engagements that may exist between the IRO and West Valley.

E. IRO Removal/Termination.

1. *Practitioner Removal of IRO.* If West Valley terminates its IRO during the course of the engagement, West Valley must submit a notice explaining its reasons to OIG no later than 30 days after termination. West Valley must engage a new IRO in accordance with Paragraph A of this Appendix.

2. *OIG Removal of IRO.* In the event OIG has reason to believe that the IRO does not possess the qualifications described in Paragraph B, is not independent and objective as set forth in Paragraph D, or has failed to carry out its responsibilities as described in Paragraph C, OIG may, at its sole discretion, require West Valley to engage a new IRO in accordance with Paragraph A of this Appendix.

Prior to requiring West Valley to engage a new IRO, OIG shall notify West Valley of its intent to do so and provide a written explanation of why OIG believes such a step is necessary. To resolve any concerns raised by OIG, West Valley may request a meeting with OIG to discuss any aspect of the IRO's qualifications, independence or performance of its responsibilities and to present additional information regarding these matters. West Valley shall provide any additional information as may be requested by OIG under this Paragraph in an expedited manner. OIG will attempt in good faith to resolve any

differences regarding the IRO with West Valley prior to requiring West Valley to terminate the IRO. However, the final determination as to whether or not to require West Valley to engage a new IRO shall be made at the sole discretion of OIG.

**APPENDIX B**  
**CLAIMS REVIEW AND TREATING PHYSICIAN ORDER REVIEW**

**A. Claims Review.**

1. *Definitions.* For the purposes of the Claims Review, the following definitions shall be used:

- a. Overpayment: The amount of money West Valley has received in excess of the amount due and payable under any Federal health care program requirements.
- b. Item: Any discrete unit that can be sampled (e.g., code, line item, beneficiary, patient encounter, etc.).
- c. Paid Claim: A code or line item submitted by West Valley and for which West Valley has received reimbursement from the Medicare program.
- d. Population: For the first Reporting Period, the Population shall be defined as all Items for which a code or line item has been submitted by or on behalf of West Valley and for which West Valley has received reimbursement from Medicare (i.e., Paid Claim) during the 12-month period covered by the first Claims Review.

For the remaining Reporting Periods, the Population shall be defined as all Items for which West Valley has received reimbursement from Medicare (i.e., Paid Claim) during the 12-month period covered by the Claims Review.

To be included in the Population, an Item must have resulted in at least one Paid Claim.

- e. Error Rate: The Error Rate shall be the percentage of net Overpayments identified in the sample. The net Overpayments shall be calculated by subtracting all underpayments identified in the sample from all gross Overpayments identified in the sample. (Note: Any potential cost settlements or other supplemental payments should not be included in the net Overpayment calculation. Rather, only underpayments identified as part of the Discovery Sample shall be included as part of the net Overpayment calculation.)

The Error Rate is calculated by dividing the net Overpayment identified in the sample by the total dollar amount associated with the Items in the sample.



2. *Discovery Sample.* The IRO shall randomly select and review a sample of 60 Paid Claims submitted by or on behalf West Valley (Discovery Sample). The Paid Claims shall be reviewed based on the supporting documentation available at West Valley's office or under West Valley's control and applicable billing and coding regulations and guidance to determine whether the claim submitted was correctly coded, submitted, and reimbursed.

If the Error Rate (as defined above) for the Discovery Sample is less than 5%, no additional sampling is required, nor is the Systems Review required. (Note: The guidelines listed above do not imply that this is an acceptable error rate. Accordingly, West Valley should, as appropriate, further analyze any errors identified in the Discovery Sample. West Valley recognizes that OIG or other HHS component, in its discretion, and as authorized by statute, regulation, or other appropriate authority, may also analyze or review Paid Claims included, or errors identified, in the Discovery Sample or any other segment of the universe.)

3. *Full Sample.* If the Discovery Sample indicates that the Error Rate is 5% or greater, the IRO shall select an additional sample of Paid Claims (Full Sample) using commonly accepted sampling methods. The Full Sample shall be designed to: (1) estimate the actual Overpayment in the population with a 90% confidence level and with a maximum relative precision of 25% of the point estimate; and (2) conform with the Centers for Medicare and Medicaid Services' statistical sampling for overpayment estimation guidelines. The Paid Claims selected for the Full Sample shall be reviewed based on supporting documentation available at West Valley's office or under West Valley's control and applicable billing and coding regulations and guidance to determine whether the claim submitted was correctly coded, submitted, and reimbursed. For purposes of calculating the size of the Full Sample, the Discovery Sample may serve as the probe sample, if statistically appropriate. Additionally, West Valley may use the Items sampled as part of the Discovery Sample, and the corresponding findings for those 60 Items, as part of its Full Sample, if: (1) statistically appropriate and (2) West Valley selects the Full Sample Items using the seed number generated by the Discovery Sample. OIG, in its sole discretion, may refer the findings of the Full Sample (and any related workpapers) received from West Valley to the appropriate Federal health care program payor, including the Medicare contractor (e.g., carrier, fiscal intermediary, or DMERC), for appropriate follow-up by that payor.

4. *Systems Review.* If West Valley's Discovery Sample identifies an Error Rate of 5% or greater, West Valley's IRO shall also conduct a Systems Review. Specifically, for each claim in the Discovery Sample and Full Sample that resulted in an Overpayment, the IRO shall perform a "walk through" of the system(s) and process(es) that generated the claim to identify any problems or weaknesses that may have resulted in the identified Overpayments. The IRO shall provide its observations and recommendations on suggested improvements to the system(s) and the process(es) that generated the claim.

5. *Other Requirements.*

- a. Paid Claims without Supporting Documentation. For the purpose of appraising Items included in the Claims Review, any Paid Claim for which West Valley cannot produce documentation sufficient to support the Paid Claim shall be considered an error and the total reimbursement received by West Valley for such Paid Claim shall be deemed an Overpayment. Replacement sampling for Paid Claims with missing documentation is not permitted.
- b. Replacement Sampling. Considering the Population shall consist only of Paid Claims and that Items with missing documentation cannot be replaced, there is no need to utilize alternate or replacement sampling units.
- c. Use of First Samples Drawn. For the purposes of all samples (Discovery Sample(s) and Full Sample(s)) discussed in this Appendix, the Paid Claims associated with the Items selected in each first sample (or first sample for each strata, if applicable) shall be used (i.e., it is not permissible to generate more than one list of random samples and then select one for use with the Discovery Sample or Full Sample).

**B. Claims Review Report.** The following information shall be included in the Claims Review Report for each Discovery Sample and Full Sample (if applicable).

1. *Claims Review Methodology.*

- a. Sampling Unit. A description of the Item as that term is utilized for the Claims Review.
- b. Claims Review Population. A description of the Population subject to the Claims Review.
- c. Claims Review Objective. A clear statement of the objective intended to be achieved by the Claims Review.
- d. Sampling Frame. A description of the sampling frame, which is the totality of Items from which the Discovery Sample and, if any, Full Sample has been selected and an explanation of the methodology used to identify the sampling frame. In most circumstances, the sampling frame will be identical to the Population.

e. Source of Data. A description of the specific documentation relied upon by the IRO when performing the Claims Review (e.g., medical records, physician orders, certificates of medical necessity, requisition forms, local medical review policies (including title and policy number), CMS program memoranda (including title and issuance number), Medicare carrier or intermediary manual or bulletins (including issue and date), other policies, regulations, or directives).

f. Review Protocol. A narrative description of how the Claims Review was conducted and what was evaluated.

## 2. *Statistical Sampling Documentation.*

a. The number of Items appraised in the Discovery Sample and, if applicable, in the Full Sample.

b. A copy of the printout of the random numbers generated by the “Random Numbers” function of the statistical sampling software used by the IRO.

c. A copy of the statistical software printout(s) estimating how many Items are to be included in the Full Sample, if applicable.

d. A description or identification of the statistical sampling software package used to select the sample and determine the Full Sample size, if applicable.

## 3. *Claims Review Findings.*

### a. Narrative Results.

i. A description of West Valley’s billing and coding system(s), including the identification, by position description, of the personnel involved in coding and billing.

ii. A narrative explanation of the IRO’s findings and supporting rationale (including reasons for errors, patterns noted, etc.) regarding the Claims Review, including the results of the Discovery Sample, and the results of the Full Sample (if any).

b. Quantitative Results.

- i. Total number and percentage of instances in which the IRO determined that the Paid Claims submitted by West Valley (Claim Submitted) differed from what should have been the correct claim (Correct Claim), regardless of the effect on the payment.
- ii. Total number and percentage of instances in which the Claim Submitted differed from the Correct Claim and in which such difference resulted in an Overpayment to West Valley.
- iii. Total dollar amount of all Overpayments in the sample.
- iv. Total dollar amount of paid Items included in the sample and the net Overpayment associated with the sample.
- v. Error Rate in the sample.
- vi. A spreadsheet of the Claims Review results that includes the following information for each Paid Claim appraised: Federal health care program billed, beneficiary health insurance claim number, date of service, procedure code submitted, procedure code reimbursed, allowed amount reimbursed by payor, correct procedure code (as determined by the IRO), correct allowed amount (as determined by the IRO), dollar difference between allowed amount reimbursed by payor and the correct allowed amount.

4. *Systems Review.* Observations, findings, and recommendations on possible improvements to the system(s) and process(es) that generated the Overpayment(s).

5. *Credentials.* The names and credentials of the individuals who: (1) designed the statistical sampling procedures and the review methodology utilized for the Claims Review; and (2) performed the Claims Review.

**C. Focused Treating Physician Order Review**

1. *Focused Treating Physician Order Review Methodology.* In addition to performing the Claims Review, the IRO also shall conduct, on a quarterly basis, focused reviews of West Valley's compliance with the Written Procedures and Requirements of Section III.C with respect to all aspects of proper claims submission and obtaining and maintaining a treating physician's order for all diagnostic services furnished to Medicare beneficiaries. Each quarter of the Reporting Period, the IRO shall randomly select (using RATS-STATS) and review 15 Paid Claims and the corresponding medical records, and,

at a minimum, determine i) the manner in which West Valley received and documented the treating physician's order(s); ii) whether the scope of services rendered by West Valley and billed to Medicare were consistent with the treating physician's order(s); and iii) whether the Medicare claims for these beneficiaries otherwise satisfied all applicable requirements of the Written Procedures and Requirements of Section III.C of the IA. In conducting this review, the IRO shall have authority, when it deems it necessary, to contact a patient's treating physician to discuss any relevant aspects of that physician's order (subject to having in place the requisite agreements to ensure compliance with HIPAA privacy standards).

During the last quarter of each Reporting Period, the OIG may randomly select 15 Paid Claims from the Claims Review selection for purposes of performing the Focused Treating Physician Order Review for that quarter.

2. *Focused Treating Physician Order Review Report.* Following each quarterly Focused Treating Physician Order Review, the IRO shall prepare a Focused Treating Physician Order Report (Order Report) summarizing its findings and recommendations pertaining to the matters reviewed. At a minimum, the Order Report shall address each topic required in Paragraph C.1 of this Appendix. The Order Report must be submitted to OIG within 60 days of the last day of each quarter of the Reporting Period

## OVERPAYMENT REFUND

### TO BE COMPLETED BY MEDICARE CONTRACTOR

Date: \_\_\_\_\_  
 Contractor Deposit Control # \_\_\_\_\_ Date of Deposit: \_\_\_\_\_  
 Contractor Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
 Contractor Address: \_\_\_\_\_  
 Contractor Fax: \_\_\_\_\_

### TO BE COMPLETED BY PROVIDER/PHYSICIAN/SUPPLIER

*Please complete and forward to Medicare Contractor. This form, or a similar document containing the following information, should accompany every voluntary refund so that receipt of check is properly recorded and applied.*

PROVIDER/PHYSICIAN/SUPPLIER NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 PROVIDER/PHYSICIAN/SUPPLIER # \_\_\_\_\_ CHECK NUMBER# \_\_\_\_\_  
 CONTACT PERSON: \_\_\_\_\_ PHONE # \_\_\_\_\_ AMOUNT OF CHECK  
 \$ \_\_\_\_\_ CHECK DATE \_\_\_\_\_

### REFUND INFORMATION

**For each Claim, provide the following:**

Patient Name \_\_\_\_\_ HIC # \_\_\_\_\_  
 Medicare Claim Number \_\_\_\_\_ Claim Amount Refunded \$ \_\_\_\_\_  
 Reason Code for Claim Adjustment: \_\_\_\_\_ (Select reason code from list below. Use one reason per claim)

*(Please list all claim numbers involved. Attach separate sheet, if necessary)*

*Note: If Specific Patient/HIC/Claim #/Claim Amount data not available for all claims due to Statistical Sampling, please indicate methodology and formula used to determine amount and reason for overpayment: \_\_\_\_\_*

**For Institutional Facilities Only:**

Cost Report Year(s) \_\_\_\_\_  
 (If multiple cost report years are involved, provide a breakdown by amount and corresponding cost report year.)

**For OIG Reporting Requirements:**

Do you have a Corporate Integrity Agreement with OIG?                      Yes                      No

**Reason Codes:**

<p><u>Billing/Clerical Error</u></p> <p>01 - Corrected Date of Service                  02 - Duplicate                  03 - Corrected CPT Code                  04 - Not Our Patient(s)                  05 - Modifier Added/Removed                  06 - Billed in Error                  07 - Corrected CPT Code</p>	<p><u>MSP/Other Payer Involvement</u></p> <p>08 - MSP Group Health Plan Insurance                  09 - MSP No Fault Insurance                  10 - MSP Liability Insurance                  11 - MSP, Workers Comp.(Including                      Black Lung                  12 - Veterans Administration</p>	<p><u>Miscellaneous</u></p> <p>13 - Insufficient Documentation                  14 - Patient Enrolled in an HMO                  15 - Services Not Rendered                  16 - Medical Necessity                  17 - Other (Please Specify)</p>
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