



nci Health Records and Case Management

NCI Facts

- NCI's health records and case management solutions, coupled with our innovative data mining and advanced analytics capabilities, detect fraud and abuse in healthcare service delivery and improve the healthcare system's overall integrity.
- NCI delivers expertise in data analysis services, which we improve through researching emerging methodologies/algorithms, piloting new analytical techniques, and implementing innovative information technology. We focus on proactive analysis to identify anomalies.

For program- and benefit-integrity purposes, Federal agencies with entitlement programs need to collect, protect, analyze, and manage beneficiary information. Our team and our clients need access to beneficiary information to support analytics and investigations associated with program- and benefit-integrity initiatives. AdvanceMed, an NCI subsidiary, provides both health record management and case management solutions and has a secure



storage facility to receive, sort, and store medical records. The Medical Records Management Center team is bilingual and equipped with scanning, assembly, and pre- and post-pay knowledge as well as quality assurance skills. The Medical Records Management Center team also provides a customer service line, supports appeals and special projects, maintains a claims status website, and handles all mailroom activities. All medical record images are available from AdvanceMed's AdvanceTrack case management application. AdvanceTrack is a tailored web-based case management system that provides tools

to support multiple benefit-integrity lifecycle functions, including, but not limited to, the following:

- Claims Data Import
- Claims Assignment
- Medical Record Management
- Provider Contact Information
- Medical Review
- Inter-Reviewer Reliability
- Report Center
- Management Dashboards
- Process Management Website
- Benefit Integrity Case Tracking
- Algorithm Tracking and Implementation

Access to the data and information necessary to make decisions is the core of AdvanceTrack's primary business intelligence tool, which serves both staff and management teams. AdvanceMed built the case management system with an emphasis on end-user self-service at one end of the spectrum and detailed real-time management dashboards at the other end.

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