

CENTER FOR MEDICAID & MEDICARE SERVICES (CMS)

Clinical Laboratory Improvement Amendment (CLIA)

Intekras has for many years been the incumbent contractor handling the Print Fulfillment and Print-on-Demand requirements of the CLIA Program out of our Columbia MD facility, and have won re-competes due to our innovation, ability to perform, quality work and timely task completion during this period.

We have developed, implemented and fine-tuned a process to:

- download Billing and Certificate files from the CLIA database weekly
- publish/print Fee Coupons and Certificates in-house
- distribute/mail these via U.S. Postal Service to the clinical laboratories
- receive back coupons and payment, and handle on-line inquiries
- provide billing reconciliation by accessing online CLIA databases
- review records for exceptions
- resolve account problems in the CLIA billing system

Intekras has also developed Quality Assurance (QA) techniques and processes that aid in the proper fulfillment of orders. A test-plan covering unit testing, integration testing and system testing checks the downloading and printing of all certificates, coupons and correspondence. QA checksheets (Form 3600 Statement of Mailing) certifies that *Intekras* has prepared the mailing pieces according to postal regulations and verifies that all mail printed is actually mailed by the Post Office. The QA person manually inspects every 50th record to verify the readability of the printed item and an address-match with the envelope. The mailing specialist records postage to verify that the amount printed is actually processed through the mailing machine.

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Performance Metrics

Intekras' CLIA fulfillment team draws down CMS CLIA requirements on a weekly basis from various databases with a typical turnaround expectation of 7-10 business days to process and mail the items. This expectation is always met or exceeded. On average the office prints and mails 5,200 CLIA Certificates and 9,000 CLIA Fee Coupons per month. Every two years there is a large spike in activity due to the certificate-expiration of a large number of clinical facilities at the same time, and this single file normally exceeds 50,000 recipients.

When Fee Coupons and payment are received back from the clinical facilities, reconciliation and resolution of any discrepancies takes place. A weekly receipts report is sent to CMS. As an example, during the week ending April 15th, 2005, 1500 coupons were received representing a total of \$590,000, and 218 anomalies and telephone-inquiries were processed. Every morning, a FedEx delivery details the work for that day and it is normally executed by COB that day. During the life of the contract, 1.29 million coupons have been received representing a total of \$488M.

Printing and mailing of General CLIA Program Information amounts to an average of 50,000 items per annum.

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