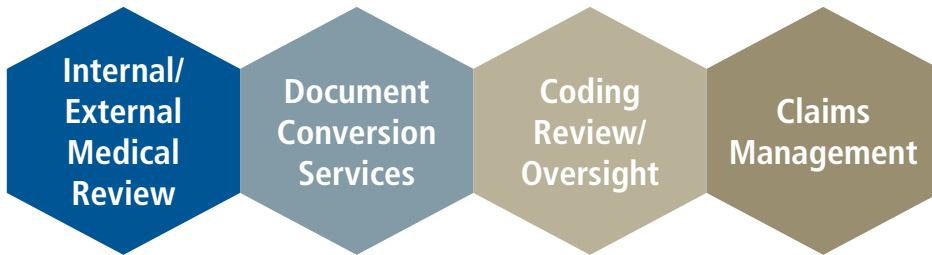


# LEADERS IN HEALTH CARE

## Solutions Delivered with Integrity, Quality and Value

C2C Innovative Solutions, Inc. is a nationally recognized leader providing a diverse range of health care solutions including administrative management, medical decision-making, health care support services, claims management, and digitization and document management consulting services. We focus on cost-effective, measurable results that are driven by our process-centric approach.



### INTERNAL/EXTERNAL MEDICAL REVIEW

Our staff of physicians, nurses and other health care professionals have years of clinical experience and are proficient in applying applicable statutes, laws, regulations, policies and guidelines to the facts of each case. Our panel of more than 2,800 experienced health care professionals and certified coders is in place and can handle any volume of work with minimal risk. This includes over 1,200 licensed physicians with board certification in every ABMS specialty across all U.S. states.

Our workforce has demonstrated a consistent achievement of 99.1% timeliness and 98.5% quality in decision-making. C2C applies its URAC policies and procedures and ISO-certified processes to all lines of work.



### C2C STRENGTHS

- Extensive knowledge of the medical review process
- Access to vast network of physicians, health care professionals and attorneys
- Experienced in processing nearly 1 million transactions a year
- Experienced in participating in thousands of legal proceedings a year
- Certified Professional Coders
- Robust compliance programs
- Recipient of six CMS Excellence Awards
- Digitization solutions

### ACCREDITATIONS

ISO 9001:2015 Registered  
URAC Internal/External IRO

### SCHEDULES

GSA Schedule 36  
GSA Professional Services Schedule

### NAICS CODES

541611	923120	561439
541612	524291	561499
541614	524298	561110
541618	518210	621111
541990	561421	923140

DUNS: 929125818

## DOCUMENT CONVERSION SERVICES



C2C's document scanning and conversion services convert billions of scanned pages into thousands of digitally viewable PDF records on time to rigorous quality standards.

C2C is equipped with industry-standard, high-speed, high-volume scanners to achieve greater data integrity for OCR, IDR, validation and other functions, as we capture every bit of information. Our scanners have double-feed detection systems to further instill confidence that every record is scanned.

C2C's imaging and indexing process is highly automated. Images are safeguarded using our Authority to Operate (ATO)-approved security architecture. We maintain an agile environment to automate manual tasks and analyze overall processes for greater efficiencies.

C2C has experience performing intake of physical or electronic documents from various resources, such as by courier, mail, fax, FTP, portal, email, CD/DVD, USB drives, etc. These documents are managed, prepared, electronically indexed and stored with necessary information.

Our demanding quality controls allow the converted image to be certified as the official record, replacing the original physical copies that can be securely destroyed, if permitted. We ensure safe delivery of electronic records to your facility using a secured electronic transmission portal, providing immediate access to records.

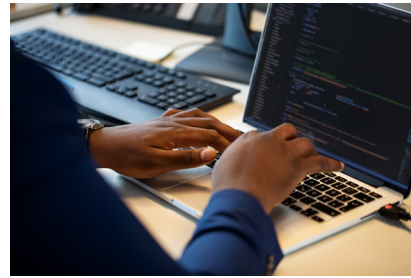


## CONTACT

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Business Development Director  
Phone: 904-553-8018  
Email: fabian.alzate@c2cinc.com

## CODING REVIEW/OVERSIGHT

Our comprehensive claims review approach uses highly competent and experienced review analysts



supplemented by expert physicians, attorneys and Certified Professional Coders to verify compliance of claims against medical documentation and

validate adherence with state/ government statutes, laws and regulations. Areas where we can help include:

- » International Classification of Diseases (ICD)
- » Code Verification
- » Medical Record Documentation Review
- » Traditional Customary Review
- » Appeals Resolution Services

## CLAIMS MANAGEMENT



C2C manages medical claims at the second level of the Medicare appeals program.

C2C understands the critical importance of information security and is committed to meeting and exceeding each of our client's security requirements. These controls focus on the use of

information protection policies, guidelines and standards carried out through technical and operational procedures, and meet and exceed the requirements of the National Institute of Standards and Technology and the Health Insurance Portability and Accountability Act.

Our security plan is comprehensive, proven and includes the following major components: Compliant IT Infrastructure, ISO 9001:2015-certified Workforce Policies and Procedures, and a well-defined Business Continuity Plan.

Benefits and Results:

- » Quality
- » Timeliness
- » Volume Flexibility
- » Customizable Solutions