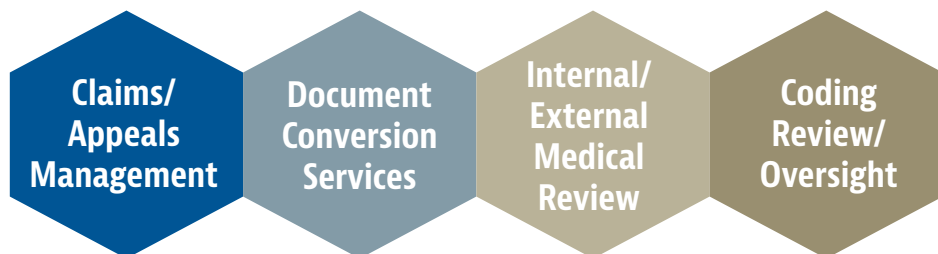


LEADERS IN HEALTHCARE

Solutions Delivered with Integrity,
 Quality and Value

C2C Innovative Solutions, Inc. (C2C) provides a broad range of healthcare administrative and support services, including medical review, claims-appeals management, document digitization and a process-focused pathway for all of our work. At C2C, we emphasize measurable outcomes achieved through a structured, process-driven approach.



CLAIMS/APPEALS MANAGEMENT

As a Centers for Medicare & Medicaid Services (CMS) Qualified Independent Contractor (QIC) for over 20 years, C2C manages medical claims at the second level of the Medicare appeals program by adjudicating appealed QIC cases in the majority of QIC jurisdictions i.e.; Part A East, Part B North, Part B South, Part C, Part D Prescription Drug Benefit and Late Enrollment Penalty Appeals.

Our CMS QIC expertise offers the ideal skills needed in Veterans Health Administration (VHA), Veterans Benefits Administration (VBA) and the Defense Health Agency (DHA) projects related to appeals and independent review.



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www.c2cfederal.com

C2C STRENGTHS

- Over 4.1 million cases processed, comprised of more than 8 Million claims
- Extensive knowledge and experience in the medical review process
- Vast medical appeals and arbitration experience
- Access to a vast network of physicians, healthcare professionals and attorneys
- Experienced in processing nearly 1 million transactions per year, both federal and state
- Experienced in participating in thousands of legal administrative law judge proceedings per year
- Certified Professional Coders
- Robust compliance programs
- Recipient of six CMS excellence awards
- High-volume digitization solutions

ACCREDITATIONS

- ISO 9001:2015 Registered
- URAC Independent Review Organization (IRO): Comprehensive Review (Internal and External)

CONTRACT VEHICLES

- GSA MAS
- OASIS+ Unrestricted

NAICS CODES

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

DOCUMENT CONVERSION SERVICES



With vast experience processing hard-copy documents and varying electronic media, C2C converts billions of scanned pages into thousands of digitally viewable PDF records that meet rigorous quality and

timeliness requirements, per National Archives and Records Administration standards.

- » Industry-standard, high-speed, high-volume scanners that achieve greater data integrity for OCR, independent dispute resolution, validation and other functions
- » Highly adaptable document classification process with customizable indexing approach
- » Automated imaging and indexing processes, safeguarded using our Authority to Operate (ATO)-approved security architecture

INTERNAL/EXTERNAL MEDICAL REVIEW

Our national panel of more than 2,000 physicians, nurses and other healthcare professionals are proficient in applying applicable statutes, laws, regulations, policies and guidelines to the facts of each case. With over 900 licensed physicians with board certification in every American Board of Medical Specialties specialty across the United States, we achieve 99% timeliness and quality in decision-making.



CONTACT

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



CODING REVIEW/ OVERSIGHT

Our comprehensive claims review approach uses highly experienced review analysts supplemented

by expert physicians, attorneys and Certified Professional Coders to verify the compliance of claims against medical documentation and validate adherence with state and federal government statutes, laws and regulations. Areas where we can help include:

- » International Classification of Diseases
- » Medical record documentation review
- » Appeals resolution services
- » Traditional customary review
- » Code verification

ADDITIONAL SERVICES AND EXPERTISE

- » Administrative law judge services
- » Arbitration services
- » Case management services
- » Claims review
- » Document and records management services
- » Health administration services
- » Insurance auditing or administration services
- » Peer review
- » Risk-adjustment data validation
- » Third-party administration

SECURITY EXPERTISE

C2C is committed to exceeding each of our client's security requirements. Our proven security offerings include the following:

- » ATO with the federal government for nearly a decade
- » Work that meets or exceeds National Institute of Standards and Technology (NIST) and the Health Insurance Portability and Accountability Act (HIPAA) requirements
- » Cybersecurity Maturity Model Certification Level II requirements (in process)
- » ISO 9001 Certified Workforce Policies and Procedures
- » Continuous monitoring and independent assessments
- » Robust and resilient operational environment engineered for high availability, security and scalability