

Customer/Client Interview Summary

Telephone interview with Amanda Purvis, Senior Director, Vendor Management and COB Integrity, Aetna Operations and Technology Cost Containment

HMS participant(s) – Joe McNamara

March 16, 2015

1. Q - To start, what are your overall perceptions of HMS?

A – Good partner, one who adds value in terms of cost containment to our bottom line. They provide quality services to our Medicaid – COB, and bring services value to us as a carrier. The company's HDI operations are aggressive with DRG and data mining, which is a good thing. Overall a good partner, and successful.

2. Q - When you think of the brand, HMS, what does that stand for in your mind?

A – A partner in cost containment initiatives.

3. Q - In which ways do you perceive that HMS stands out as different from and better than other vendor partners?

A – Primarily its subject matter experts...its skill set. HMS has better skill sets, better performance, employees with great skills. In particular, it is better with its DRG – validation programs, support funding. The account management is highly skilled, with good turnaround time.

4. Q - In which ways do you believe that HMS falls behind other vendors?

A – In part HMS falls behind when it concentrates more on the next product and selling points than delivering what it has now. (Not a major problem, but indicated that we should): Focus on doing our best at what we do now, and not try to expand our footprint before mastering what we do now. We need to be successful at what we do first, and not take our focus off what we do now.

5. Q – If HMS were a person, how would you describe HMS' character and personality?

A – Integrity, accountable, knowledgeable.

6. Q – How do you think the industry perceives HMS and its brand?

A – Single source, excellent provider of COB services, only one that can do carriers better and be successful...COB and DRG.

7. Q - Going forward, are there capabilities/functions that you believe HMS should include in its portfolio of services, or value propositions?

A – No. Some suppliers have the tendency to move away from their core – try to be all things to all people, in which they move past their capacity. HMS is excellent at COB Medicaid, DRG, data mining and does not need to grow past these capabilities. The company has not mastered the market yet. From Aetna’s standpoint, we would never put all our eggs in one basket, and HMS should not try to be a one stop shop for everything.

8. Q - Any other comments, questions?

A – Overall, a great company with great people.

End

Customer/Client Interview Summary

Telephone interview with Kathleen Brodie, Vice President, Provider Audit & Special Investigations,
Boston Medical Center

HMS participant(s) – Joe McNamara

March 11, 2015

1. Q - To start, what are your overall perceptions of HMS?

A – HMS is in a niche business within healthcare, and in that niche they are at the top of the field. We don't use others in that space. The company is looking out for its clients and keeping their best interests at heart. They know what is going on in the industry and what they can do to help. The company does not really rest on its laurels, but looks to improve...does not try to be all things to all people.

2. Q - When you think of the brand, HMS, what does that stand for in your mind?

A – Integrity. In certain situations where there are alternate ways of doing things, HMS will do it the right way, even if it takes a little more to get it done. They stay on top of our evolving industry, with an eye to improvement in the future.

3. Q - In which ways do you perceive that HMS stands out as different from and better than other vendor partners?

A – It's hard to compare because we do not use other vendors. A number of years ago we did vendor interviews, and we noted that some vendors were somewhat inflexible with their products and approaches. HMS has more flexibility and is more customer-centric...and it works. They have the products we need, and they keep them up to date, and do well. Our account manager understands our business.

4. Q - In which ways do you believe that HMS falls behind other vendors?

A – In the past we had some issues with our core COB which were problematic to HMS, but we worked it and turned it around. We also had some third party difficulties, during the setup of data mining program, with the dictionary being out of sync. The California people were inflexible, but our account manager, Josh, was good at translating, and working us through it.

5. Q – If HMS were a person, how would you describe HMS' character and personality?

A – Confident. HMS knows our business and understands how to benefit Boston Medical. Adaptable, to the way we want to do things. Solutions driven. If we have an issue, they are

focused on solving it. Personable. We enjoy working together, enjoy the people, even in some stressful situations. We are a team.

6. Q – How do you think the industry perceives HMS and its brand?

A – Overall good. (Some other vendors may bad-mouth the company, but that's their negativism, not necessarily a negative of HMS).

7. Q - Going forward, are there capabilities/functions that you believe HMS should include in its portfolio of services, or value propositions?

A – We think about it occasionally. While we are not in the government space now, and in particular the Medicare program, we might do something in the future. We would then want to look more at what HMS offers in government services, and in particular how it addresses the possible gap in capabilities for Medicare eligibility for our COB identification. But for now, we are ok with the scope of the company's capabilities and solutions.

8. Q - Any other comments, questions?

A – No additional comments.

End

Customer/Client Interview Summary

Telephone interview with Ernest Mendez, Senior Vice President, Operations, Community Health Choice

HMS participant(s) – Joe McNamara

March 17, 2015

1. Q - To start, what are your overall perceptions of HMS?

A – HMS provides several areas of services for Community Health, including recovery, overpayment-cost avoidance, claims edits. Your affiliation with AMG is good...they do good work, responsive and knowledgeable. The work with SIU – compliance reporting needed some work and improvement previously, but is better now...some management issues previously, but now is better, more demanding, which is good. HMS recovery is very good – COB, and we just renewed that agreement because of that. We did not renew another area of the contract – subrogation – because we wanted to try another vendor who specialized in subrogation. HMS excels with its knowledge, data base is very strong, and its work with data mining. Its account management is solid, with regular communications and accessibility, in good times and times with issues...but we always work through them.

2. Q - When you think of the brand, HMS, what does that stand for in your mind?

A – COB recovery.

3. Q - In which ways do you perceive that HMS stands out as different from and better than other vendor partners?

A Stays up with Texas Medicaid, its updates, edits, and stays up to par. It is a significant capability, positive. Also, its capabilities in processing with insurance carriers, finding more recoveries, and lowering its prices to be more competitive. Also, HMS' national scope and large number of clients.

4. Q - In which ways do you believe that HMS falls behind other vendors?

A – Reporting, but it has improved. It is still being updated, and a work in progress. Also, since 2008 we have had three different account teams, which could be an issue...but we are good now with Gail and Rich and team.

5. Q – If HMS were a person, how would you describe HMS' character and personality?

A – Professional, knowledgeable of the industry and best practices.

6. Q – How do you think the industry perceives HMS and its brand?

A – 900 pound gorilla. Some clients try to look for someone who knows more and is a better choice, but they can't find anyone better.

7. Q - Going forward, are there capabilities/functions that you believe HMS should include in its portfolio of services, or value propositions?

A – There are a lot of niche vendors around us who claim to be specialists in finding more on the back end or catching more with tighter edits, better cost savings on the front end, some through pharma claims, which come first. HMS could consider specializing more in these areas, for supplementary recoveries.

8. Q - Any other comments, questions?

A – No. Our relationship is good. We are always challenged to be better, get more value and cut costs. We like the contingency pricing on recovery, and you might consider doing something like that with the SIU contract, instead of billing per hour after the monthly cap.

End

Customer/Client Interview Summary

Telephone interview with John McCormick, Director – Office of QA, State of Connecticut

HMS participant(s) – Joe McNamara

March 3, 2015

1. Q - To start, what are your overall perceptions of HMS?

A – Overall positive. It is a useful company, providing services. HMS is a company we rely on for providing resources, and someone that is a “partner,” not just a “vendor.”

2. Q - When you think of the brand, HMS, what does that stand for in your mind?

A – It is a good brand, recognizable as a professional organization, positive, and one that stands for a resource...a partner not a vendor.

3. Q - In which ways do you perceive that HMS stands out as different and better than other vendor partners?

A – Lauren Rizzo and her staff are dedicated to us and responsive, and in that respect the company is better than all others. They are responsive when we need or ask for something, and good at what they do.

4. Q - In which ways do you believe HMS falls behind other vendors?

A – While Lauren and the staff are capable, the company also has some top-heavy layers that don't get things done. With the Fraud function, for example, Mike Castalano in NY was good and got it done, but with that now in California, there are layers that don't. They get bogged down, and affect the success of the organization. They are top-heavy, which impedes timely progress.

5. Q - How would you describe HMS' character and personality?

A – Bi-polar. A lot of people are helpful, intelligent, caring, more positive. Some are arrogant, not caring, more concerned about their position.

6. Q - How do you think state government representatives and others perceive HMS and its brand?

A – Same perception...useful vendor and partner. What HMS provides we need, and they help us to get work done. It's positive. We don't know or see anything about any problems that might come up, and in most cases there is very little negative about the company. With HMS we don't have to worry.

7. Q - Going forward, are there capabilities/functions that you believe HMS should include in its portfolio of services, or value propositions?

A – Currently the company is adding tacit verification functions through a sub-contractor, which is helpful. Ken Glenn did a lot of work behind the scenes to get the vendor on board to do that, which is good. One of the most important functions, from my point, is third party recovery. It is one of the most important capabilities that HMS provides, and one of the least publicized. The company needs better marketing of its third party platform and capabilities. It could and should be better known.

8. Q - Any other comments, questions, or suggestions?

A – Red tape sometimes makes it difficult. Some people have to take chances to get it done. Recently there was a problem with the Fraud detection system, and it got bogged down with red tape. They were not as responsive – the people in California... The company needs to act more like a boutique – need to be more responsive to the client’s needs. People’s egos and self get in the way when you are big, and you need to improve the way of getting work done. There is a challenge to size, but you need to act like a boutique, and care, especially on the client service side so it doesn’t feel like you are so big. The bigger you get the more you need to act like a boutique.

End