



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!TM, a menu-driven database system. The INTERNET address for GSA Advantage!TM is: <http://www.GSAAdvantage.gov>.

Schedule for – Human Resources and EEI Services
Federal Supply Group: 738X Class: R499

Contract Number: **GS-02F-088BA**

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

Contract Period: March 05, 2014 – March 6, 2019

Contractor: Examination Management Services, Inc. Business Size: Large
3050 Regent Blvd., Suite 400
Irving, TX 75063
888-932-7364 (p)
888-746-7755 (f)
www.emsinet.com
dmerrill@emsinet.com Contract Administrator: David W. Merrill

CUSTOMER INFORMATION:

1a. **Awarded Special Item Number(s):**

Special Item Number (SIN)	Description
595-21	Human Resource Services

1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:** See pricing on page 3

1c. **Descriptions of all corresponding commercial job titles with experience, functional responsibility and education:** See descriptions on page 4

2. **Maximum Order:** \$1,000,000

3. **Minimum Order:** \$100

4. **Geographic Coverage:** Domestic

5. **Point of Production:** Same as company address

6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See pricing page 3

7. **Quantity Discount:** 1% on single orders exceeding \$250,000

8. **Prompt Payment Terms:** 2% 20 Days, Net 30

- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Yes
- 10. **Foreign Items:** None
- 11a. **Time of Delivery:** Specified on the Task Order
- 11b. **Expedited Delivery:** Consult with Contractor
- 11c. **Overnight/2-Day Delivery:** Consult with Contractor
- 11d. **Urgent Requirements:** Consult with Contractor
- 12. **FOB Point:** Destination
- 13a. **Ordering Address:** Same as company address
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
- 14. **Payment Address:** Same as company address
- 15. **Warranty Provisions:** N/A
- 16. **Export Packing charges:** N/A
- 17. **Terms and conditions of Government Purchase Card Acceptance:** Contact contractor
- 18. **Terms and conditions of rental, maintenance, and repair:** N/A
- 19. **Terms and conditions of installation:** N/A
- 20. **Terms and conditions of repair parts:** N/A
- 21. **List of service and distribution points:** N/A
- 22. **List of participating dealers:** N/A
- 23. **Preventive maintenance:** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found:** N/A
- 25. **DUNS Number:** 07-9335493
- 26. **Notification regarding registration in SAM database:** Registered

**GSA RATES
SIN 595-21**

<i>Service</i>	<i>Unit of Issue</i>	<i>GSA Rate w/IFF</i>
Alive and Well Check	Task	\$227.10
Hospital - Pharmacy Canvasses	Task	\$148.11
Investigative Services / S.I.U. Investigation	Hourly	\$60.30
Surveillance Services	Hourly	\$62.54

Service Descriptions

1. **Alive and Well Checks/Direct Contact**

Confirm the claimant's current alive or deceased status with an Alive and Well Check/Direct Contact regarding possible Workers Compensation fraud if claimant is deceased. Our initial investigation includes a telephone inquiry with the claimant and/or neighbors. We then verify the claimant's Social Security number, check the Social Security Administration Death Master File and conduct a nationwide obituary search.

Examination Management Services, Inc. also conducts comprehensive face-to-face Alive and Well Checks/Direct Contacts. To verify an individual's status, we interview the claimant to obtain a Social Security number, current address and telephone number, medical treatment and benefit check status, activity level, disability status and a residence.

2. **Hospital-Pharmacy Canvass**

Whether you need to validate a claimant's current medical treatment or uncover undisclosed treatment, aggravated injuries or activities that could affect the outcome of a claim, a hospital or pharmacy canvass can supply you with the information you need to make informed decisions.

Examination Management Services, Inc.'s investigators search healthcare sites in close proximity to a claimant's residence, including hospitals, doctors, clinics, pharmacies and other related professionals. We determine whether patient records exist, and can gain authorization to retrieve any applicable medical or pharmacy information.

Canvasses are a cost-effective tool to uncover a claimant's hidden or undisclosed medical treatment history. After a hospital or pharmacy canvass is complete, our investigators deliver a comprehensive report, outlining the claimant's activities. It includes all of the relevant locations visited and sources contacted. All of the information collected is compiled in an easy-to-read report that can be sent to you electronically. You may also choose to supplement a canvass with [CheckRx](#), EMSI's Prescription History Profiles.

3. **Investigative Services/SIU Investigation**

Our nearly 400 highly trained, license investigators are strategically located around the world. They average more than 15 years of experience in criminal justice, law enforcement, insurance and the military. Their experience and instinct allows them to investigate claims thoroughly and expediently and in compliance with all applicable laws, regulations and your company policies. Our services include:

- **AOE/COE Investigations**

Deciding whether to accept an Arising Out of Employment (AOE) or Course of Employment (COE) Workers' Compensation claim may not always be a clear decision. Before initiating payments, you may need to launch an investigation of the claim. You need to be certain that the injured worker was an employee of the agency at the time of the injury or illness. You also need to know if the injury or illness was related to the injured worker's employment.

Examination Management Services, Inc. provides detailed information concerning all the facts and circumstances surrounding an employee's initial claim. Investigators interview claimants, witnesses and employers, and search records and policy files. Investigators fully explore all aspects of a claim and are familiar with laws and regulations in any given jurisdiction nationwide. Our investigations are thorough and include details about accidents, occupational diseases, unexplained deaths, recreational injuries and other unusual circumstances. You may receive recorded statements, personnel records and a claimant's signed medical release. Investigators present all of the information you need to determine whether a claim is fraudulent or legitimate.

- Clinic Inspections/Clinic Surveillance

Our investigators set up surveillance outside clinics to document patient traffic and daily activity. We videotape patients entering and departing a clinic, collect license numbers of vehicles and make a detailed entry/exit report with descriptions of all visitors. Through our detailed surveillance, we can determine whether a clinic is overstating the number of patients seen, if appointment times are as described in patients' treatment plans – or whether the clinic exists at all. To get an accurate report of a clinic's activity, we can send one of our seasoned investigators to perform an onsite investigation. In an informed but unannounced visit, our investigator performs a room-to-room investigation of a clinic to retrieve pertinent records, document equipment and investigating licensing of personnel. Records collected include license copies, office notes, sign-in sheets, appointment records, travel cards, patient history forms, physician reports, treatment notes and diagnostic tests. The investigator also photographs all equipment, notes its condition and collects serial numbers, model numbers and maintenance records. This combination of clinic surveillance and in-depth clinic inspection effectively reveals many of the most common clinic frauds, including fictitious soft-tissue injuries and illegal billing practices.

- Examinations Under Oath

After all other avenues of investigation have been exhausted and all pertinent claims information has been secured, clients may request an Examination Under Oath (EUO). This is a court-admissible, first-party statement, in which an investigator is free to ask any question of a claimant, regardless of whether it's directly relevant to the claim.

Our investigators do all of the legwork to conduct an EUO – from developing a plan of action and securing all relevant policy information to coordinating court-reporter services and requesting any material documents or other information from the insured. Once an We also offer further investigative services, if requested by our client. We can create fraud plans, provide continuing education and training for employees and even serve as an insurer's Special Investigations Unit (SIU).

- File Audits

File Audits from Examination Management Services, Inc. can help you get to the sources of fraud – and eliminate them. We look through your open and closed claims to find any red flags or possible fraudulent activity. We can also educate your staff about how to identify fraud and watch for these indicators.

We search your files to identify any trends. During a file audit and review, we ask questions: Is a claimant cashing checks promptly? Can adjusters reach a claimant during the day? After a thorough review, we then incorporate recurring patterns into a training program for your employees. We discuss fraud indicators with your claims staff and raise general awareness. We also address specific loss areas and develop plans of action to combat any ongoing issues.

- Locates

Locates are typically used to find witnesses to make statements or testify in court cases. The time between when an incident occurs and a case goes to court can be lengthy. Witnesses move away and may become difficult to find. Examination Management Services, Inc. offers database locates or physical locates in the field. You can count on our extensive, nationwide network of investigators to track down lost witnesses and get them on the record.

- Record Retrieval

Record retrieval may include collecting autopsy reports, death certificates, toxicology reports, police reports or other case-related documents. Our investigators obtain appropriate authorization to view and copy records. They make certain to authenticate all data by verifying an individual's name, date of birth and Social Security number.

- Scene Investigations

In a workers' compensation case, our investigators carefully review the site of an accident or injury. They inspect and photograph equipment, document its condition and regular operation, and check maintenance records to determine if they meet OSHA requirements.

- Social Networking

Whether someone is posting their resume or keeping in touch with friends and family, it's likely that you can find an individual through a social networking site. Depending on the site, many of these online community members share common interests in hobbies, religion or politics. Most sites protect the privacy of members and their information, but individuals may grant varying levels of access to whomever they choose.

The growing world of social networking is a rich tool for investigators. Social networking sites break down barriers of time and distance. Our investigators can connect with people around the world at any time of day. These often candid sites can also reveal information about an individual that is unavailable through any other source.

Social networking searches can uncover detailed information. Our online searches commonly include:

- Internet investigation using multiple search engines
- Online press releases and news articles
- Database search for relevant newspaper articles
- Satellite images of a subject's home, which can help determine whether it's conducive to surveillance

Thorough online research saves time and money. Using the accumulated resources of the Internet, our investigators can quickly gather all relevant public information, and may even find information not previously revealed by a claimant or applicant.

- Statements (In Person and Telephone Statements)

We take witness statements for Workers' Compensation claims. We discuss loss and damage with homeowners. We know that every one of these situations requires a different line of questioning to obtain facts, gather evidence and help carriers make educated claims decisions. Our investigators carefully follow your specific statement formats. But they don't just fill in the blanks: They listen. They have the experience to know when to go off-script and ask key follow-up questions. In-person and telephone statements can be written, recorded or transcribed verbatim, based on your requirements. We also have bilingual investigators and translation partners.

Whether you need to verify claim information, identify possible fraud, or preserve testimony, our in-person and telephone statements help you make certain you have all the facts.

- Subrogation

Subrogation is your opportunity to recover money you have paid for damages caused by a third party. If you are liable for a Workers' Compensation claim, but not responsible for the actual injury, subrogation investigations may help you recover the funds you have paid to an injured employee.

Examination Management Services, Inc. can help you determine the feasibility of recovering money from a third party. Depending on your needs and the case, you may choose a cursory check of civil public records and a known employer. Or you may select a more extensive search of all known public records, as well as employers, creditors, banks and other financial institutions.

We can put all of our investigative services to work on your case, including witness canvassing and statements, and we offer both domestic and international subrogation services.

4. Surveillance

Examination Management Services, Inc. uses surveillance teams that efficiently collect unbiased, courtroom-admissible evidence. Using covert video surveillance, we can reveal a claimant's exact activities and provide information to make an informed claim decision.

- Our staff of surveillance specialists is the largest and most experienced video surveillance team in the industry. Every investigator completes a comprehensive training and continuing education program and uses technologically advanced surveillance equipment. Our surveillance team efficiently collects unbiased, courtroom-admissible evidence. Using covert video surveillance, we can reveal a claimant's exact activities and give you the information you need to make an informed claim decision.
- Examination Management Services, Inc. provides results that paint a clear, objective picture of a claimant's activity over a specified timeframe. Are an individual's activities consistent with a claimed disability or injury? We provide all of the information necessary to make the call. You can also specify how you'd like to receive the footage – via Internet or burned onto a CD or DVD.

All individuals rendering the above-referenced services must meet the following minimum requirements:

- Knowledge of investigative techniques, principles and methods of effective field investigations, covert investigations and surveillances.
- Knowledge of laws, rules, and regulations.
- Excellent writing and communication skills
- Ability to work independently.
- Must have skill in determining and adapting a plan of inquiry in an appropriate manner, to deal with unexpected developments or nonstandard circumstances.
- Ability to cover case files and assure timely, thorough investigations.
- Customer service skills
- Time management skills
- Strong moral and work ethics
- Extensive computer skills

Education: Associate's degree. Courses, professional training and/or certifications related to insurance investigations preferred.

Years of Experience: Three (3) years of progressive related experience.