

General Services Administration  
Federal Supply Service

Authorized Federal Supply Schedule Price List

Financial and Business Solutions (FABS)  
FSC Group: 520  
Contract No. GS-23F-0020T

Contract Period  
1.18.2007 – 1.17.2012

IntegriGuard, LLC  
2121 North 117 Avenue  
Suite 200  
Omaha, NE 68164-3629  
Phone number: 402.498.2530  
Fax number: 402.498.2523

[www.integriguard.org](http://www.integriguard.org)

E-mail: [kwatson@integriguard.org](mailto:kwatson@integriguard.org)

Business Size: Other than Small Business  
Prices Shown Herein are Net – Discounts Deducted

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*<sup>™</sup>, a menu-driven database system. The INTERNET address for *GSA Advantage!*<sup>™</sup> is: <http://www.gsadvantage.gov>. For more information on ordering from Federal Supply Schedules click on the <http://www.fss.gsa.gov>.



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## Customer Information

1a. Table of awarded special item numbers:

SIN	
520-9	Recovery Audits
520-15	Outsourcing Recurring Commercial Activities for Financial Management Services

1b. See page 45 to 46 for price tables

1c. See pages 8 to 44 for Labor Category Descriptions

2. Maximum order:

SIN	Maximum Order
520-9	\$1,000,000.00
520-15	\$1,000,000.00

3. Minimum order: **\$300**

4. Geographic coverage: **Domestic**

5. Points of production:

**IntegriGuard, LLC**  
**2121 North 117 Avenue, Suite 200**  
**Omaha, NE 68164-3629**

6. Discount from list prices or statement of net price: **Prices shown are net.**

7. Quantity discounts: **Not applicable**

8. Prompt payment terms: **Net 30 Days**

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. **Yes**

9b. Notification whether Government purchase cards are or not accepted above the micro-purchase threshold. **Are not accepted**

10. Foreign items: **Not applicable**
- 11a. Time of delivery: **As mutually agreed to by task order agency and IntegriGuard LLC**
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. **As mutually agreed to by task order agency and IntegriGuard LLC**
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. **Not available**
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery. **To be negotiated with the ordering agency on each task order.**
12. F.O.B. point: **Destination**
- 13a. Ordering address:
- IntegriGuard, LLC  
2121 North 117 Avenue, Suite 200  
Omaha, NE 68164-3629**
- 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](http://fss.gsa.gov/schedules)).

14. Payment address:

**IntegriGuard, LLC  
Attn: GSA  
One Sansome Street  
Suite 600  
San Francisco, California 94104-4448**

15. Warranty provision: **Commercial terms**

16. Export packing charges: **Not applicable**

17. Contractor will accept Government purchase cards above the micro purchase level

18. Terms and Conditions applicable to rental, maintenance and repair: **Not applicable**

19. Terms and conditions for installation: **Not applicable**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not applicable**

20a. Terms and conditions for any other services (if applicable) **Not applicable**

21. List of service and distribution points (if applicable). **Not applicable**

22. List of participating dealers (if applicable). **Not applicable**

23. Preventive maintenance (if applicable). **Not applicable**

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants. **Not applicable**

24b. Special attributes such as environmental attributes: **Not applicable**

25. Data Universal Number System (DUNS) number. **130731503 (CAGE: 3KWS9)**

26. Notification regarding registration in Central Contractor Registration (CCR) database.  
**IntegriGuard LLC is registered with CCR; currently valid through 9/5/2007**

## Corporate Profile - Executive Overview

IntegriGuard, LLC is a leader in the detection and prevention of benefit integrity and payment integrity fraud, waste and abuse. We work collaboratively with government and private sector clients, to include operational units, departmental Inspectors General, and state and federal law enforcement agencies.

Founded in 1999 as a division of Lumetra, IntegriGuard is now a wholly owned subsidiary of IntegriGuard Enterprises, LLC. Originally, IntegriGuard was created for the purpose of protecting the Medicare Trust Fund from fraud and abuse. However, the skill sets, processes and procedures developed for this effort has demonstrated efficacy throughout the benefit and payment integrity arena.

Our corporate headquarters is located in Omaha, Nebraska. We have offices in Topeka, Kansas, as well as Columbia, Maryland and Miramar, Florida. Our multiple locations allow us to operate nationally and to understand the unique differences of various geographic regions.

Our integrated multidisciplinary approach brings a practical insight into a broad spectrum of forensic auditing, data aggregation, retroactive and predictive analysis, program and project investigation, medical necessity and appropriateness review, and eligibility and enrollment program accuracy. We offer a depth of knowledge and experience that few organizations can match. All of our employees are dedicated to the identification and prevention of fraud waste and abuse within the benefit and payment integrity area.

Our employees come from all facets of the private and public sector. Our CEO is the former Inspector General of the Social Security Administration. Our professional medical staff of Doctors, Pharmacists, and Registered Nurses has many years of experience in the Medicare and Medicaid benefit integrity arena. Our auditors have extensive forensic fraud detection experience. Our investigators include former FBI agents. We employ Actuaries, Certified Public Accountants, Hospital Administrators, Statisticians, Data Analysts, IT Specialists and former private sector senior executives, all contributing to our corporate goal of detecting and deterring fraud.

IntegriGuard offers three primary core competencies to support the identification and prevention of fraud waste and abuse. They are: Enrollment and Eligibility Verification and Validation Processing, Forensic Fraud Investigation and Medical Review.

The Enrollment and Eligibility Verification and Validation processing department actively analyzes provided beneficiary information to determine if the information is sufficient and complete, if it demonstrates compliance with applicable agency rules and regulations and if it does not contradict information in other pertinent data bases, and completes the enrollment/payment process by entering the data into the appropriate data bases.

IntegriGuard has performed more than 925,000 enrollments and eligibility review updates (January 2007), implemented a probe study approach to monitor compliance, and conducted numerous reconciliations of data.

Based upon extensive data analyses, we have helped the Centers for Medicare and Medicaid identify program vulnerabilities, standardize the retroactive enrollment and eligibility process, pinpoint educational needs for participant and beneficiaries, and recoup Medicare Trust fund dollars.

Forensic Fraud Investigation is our second core competency. Using both retroactive and predictive data analyses and investigative techniques, to include field investigations and audits, our investigators and auditors thoroughly evaluate complaints and aberrancies to identify monies paid inappropriately. We identify overpayments and initiate pertinent administrative actions to promote acceptance by law enforcement officials.

Our fraud investigations have produced more than \$1.3 billion in court ordered and administrative recoveries. We work with beneficiary advocacy groups and benefit payment organizations to enhance participation in the identification of fraud waste and abuse.

The third core competency is Medical Review. Our Medical Review team is composed of Physicians, Nurses, Pharmacists and other certified healthcare professionals. These professionals methodically analyze medical documentation to validate if the service was rendered, was consistent with established guidelines and defined criteria, and was medically necessary.

This synergistic team of professionals provides the ultimate capability for fraud detection and deterrence.

## IntegriGuard Labor Category Descriptions SIN 520-9

### Program Director

#### Qualifications

- Bachelor's or Master's degree preferred. High school diploma or GED required.
- Four years successful program management experience with expertise in relevant field.
- Ability to work well with others in a team environment.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail; advanced oral and written communications skills.

#### Major Responsibilities:

- Provides broad oversight to the contract
- Ensures that the division is properly organized, staffed, and directed to perform its function effectively. Ensures that a proper environment, equipment, and tools are provided as required to perform division tasks.
- Develops and maintains a project status reporting system. Provides status reports to appropriate customers and management.
- Meets budget objectives. Manages expenditures and labor costs to ensure budget compliance.
- Ensures full task order compliance and promotes organic growth with the organization.
- Maintains and enhances the relationship with client' s (agency's) Program Manager
- Ensures deliverables are submitted according to the established schedule
- Negotiates modifications to the task order necessitated by changes in workload or system availability
- Updates executive management on performance against established metrics

- Reviews and approves all procedures and work instructions; conducts audits or reviews processes to ensure consistency and accuracy

## **UMBI Director / Project Manager**

### Qualifications

- Bachelor's or Master's degree preferred. High school diploma or GED required.
- Ability to motivate, develop, and manage assigned staff.
- Ability to maintain high quality work while meeting strict guidelines.
- Advanced oral and written communication skills.
- Ability to work well with others in a team environment.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Travel required for contract maintenance and to attend conferences.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities:

- Responsible for broad oversight of daily operations of the contract; ensures that the unit is properly organized, staffed, and directed to perform its function effectively. Ensures that a proper environment, equipment, and tools are provided as required to perform tasks outlined in the contract.
- Manages and coordinates all work for task orders with subcontractors and other operating units. Responsible for meeting plan objectives and providing customer deliverables as required by the contracts.
- Develops and maintains a project status reporting system. Provides status reports to management, subcontractors, and customers detailing the organization's progress in meeting performance based goals and objectives.
- Responsible for meeting metrics and performance targets for all task orders. Ensures appropriate actions are taken to maintain compliance with task order requirements.
- Responsible for meeting project budget objectives. Manages expenditures and direct labor costs to ensure ongoing budget compliance. Collects project cost information and regularly reports cost and budgetary performance.
- Assists in the development and maintenance of processes that measure efficiency and monitor customer satisfaction.

- Responsible for ensuring that internal quality control procedures are followed and that continuous quality control mechanisms are in place and operational.

## **Chief Legal Counsel**

### Qualifications

- Juris Doctorate required.
- Excellent analytical and organization skills.
- Three or more years experience as a practicing attorney is preferred.

### Major Responsibilities:

- Provide direction to staff regarding all contract legal and privacy issues.
- Provides direction to all staff on legal issues related to the current contracts held.
- Reviews documents prior to release to ensure legal obligations have been met.
- Maintains current knowledge on issues related to fraud, waste, and abuse.
- Oversees other legal staff and ensures coordination of activities.
- Serves as expert all privacy issues. Develops policies in relationship to HIPAA and ensure contract compliance with all privacy issues.
- Serves on Corporate Compliance Committee.

## Lead Claims Review Analyst

### Qualifications

- High school diploma or GED and clinical licensure required. Bachelor's or Master's degree in relevant field required as appropriate.
- Minimum of three years experience in related field, five years preferred.
- Working knowledge of medical terminology. Experience reviewing medical claims required as appropriate.
- Experience in analysis and processing of medical claims preferred.
- Knowledge of medical reimbursement guidelines and coverage.
- General oral and written communications.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Reviews claims to determine accuracy in billing and coding.
- Reviews claims or processes to determine appropriateness of actions taken.
- Performs a clinical review of medical records or other documentation to determine appropriateness of services rendered.
- Conducts research using the appropriate systems. Verifies accuracy of coding and billing or respective clinical processes according to established guidelines.
- Documents findings.
- Provides support to internal and external customers with respect to related issues.
- Assists other staff in review of documentation or process.
- Serves as liaison with appropriate clinical or administrative staff.
- Maintains internal quality control processes to assure the reliability of project reviews. Develops and maintains documentation on quality improvement processes.

**IntegriGuard, LLC**  
**Contract Number: GS-23F-0020T**  
**Awarded January 18, 2007**

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## Complaint Screener

### Qualifications

- Associate's or Bachelor's degree preferred. High school diploma or GED required.
- Knowledge of applicable statutes, regulations, policies, claim processing, servicing, audit and reimbursement principles and procedures.
- General oral and written communication skills.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Reviews initial documentation, tracks information, and forwards to appropriate party.
- Accepts information by phone, e-mail, fax, or mail.
- Determines appropriate next level action. Works with department manager to assign cases.
- Acknowledges information through approved procedure.
- Prepares files for next level action.
- Maintains file system for hard and soft copy files.

## **Administrative Associate II**

### Qualifications

- Associate's or Bachelor's degree preferred. High school diploma or GED required.
- Three plus years experience in an office environment with experience in an Administrative Assistant role preferred.
- Excellent written and verbal communication skills and ability to produce work free from typographical or spelling errors.
- Knowledge of general office equipment and generally accepted administrative procedures.
- Ability to maintain high quality work while meeting strict deadlines.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major responsibilities

- Handles day to day operations of the office, as outlined below, including systems, office supplies, file organization, purchasing requests, etc.
- Prepares completed deliverables for submission; files all paper and electronic copies of completed deliverables
- Provides administrative support for the assigned business unit, including arranging departmental travel
- Performs routine and standardized office tasks with little or no supervision to include, but not limited to: answering and directing phone calls, scheduling appointments, taking notes, compiling minutes, copying, faxing, logging incoming and outgoing mail, etc.
- Gives/receives routine information requiring high level tact, discretion, and courtesy.
- Records, transcribes, and distributes minutes of meetings with the client's representative(s).
- Manages the relevant electronic filing system by adding or deleting folders and archiving files

- Schedules meetings for the Program Director, Project Manager, and other departmental managers and supervisors

## **Administrative Associate III**

### Qualifications

- Associate's or Bachelor's degree preferred. High school diploma or GED required.
- Five plus years experience in an office environment and experience in an AA role preferred.
- Excellent written and verbal communication skills and ability to produce work free from typographical or spelling errors.
- Knowledge of general office equipment and generally accepted administrative procedures.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Provides daily support to a variety of complex situations involving the clerical or administrative functions of the office, including preparing travel and meeting arrangements as requested.
- Performs higher level office tasks with little or no supervision to include, but not limited to: answering and directing phone calls, scheduling appointments, taking notes, compiling minutes, copying, faxing, logging incoming and outgoing mail, etc.
- Relieves the executive of administrative type functions in order to increase the time an executive has available for executive level responsibilities.
- Handles a wide variety of complex situations and conflicts involving the clerical and administrative function of the office.
- Gives/receives confidential information requiring high level tact, discretion and courtesy.
- Maintains file organization and computer file organization and templates.
- Documents office procedures, constantly working with other staff members to keep office procedures updated.

## Medicare Operations Specialist

### Qualifications

- Associate's or Bachelor's degree preferred. High school diploma required.
- Knowledge specific to arena of work is required.
- Excellent communication skills including written and verbal. Ability to present to large or small groups.
- Background in Communications, Public Relations, Marketing, or similar field.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Serves as subject matter expert on assigned contract
- Acts as liaison with external and internal customers and stakeholders related to specific contract.
- Provides support to those working on specific contract by answering questions regarding usage, acceptable practices, regulations, etc.
- Provides education and awareness training to internal and external stakeholders.
- Attends conferences, meetings, etc. to present on behalf of company.
- Participates in and contributes to the quality management system.

## **Fraud Manager**

### Qualifications

- Bachelor's degree required. Master's degree preferred in criminal justice, health science, administration, or other related field or five years related experience required.
- Certified Public Accountant (CPA) designation or Certified Fraud Examiner (CFE) certification preferred.
- Knowledge of applicable statutes, regulations, policies, claim processing, servicing, or audit and reimbursement principles and procedures.
- Three years experience in the general area of investigation. Five years general supervisory experience in a related field preferred.
- Experience in fraud auditing and investigations.
- Excellent written and verbal communication skills including public speaking and human relations. Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.
- Ability to motivate, develop, and manage assigned staff.
- Ability to maintain high quality work while meeting strict deadlines.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.

### Major Responsibilities

- This position provides broad oversight to benefit and program integrity contracts and oversees the effective and efficient administration of company audit functions.
- Ensures that the unit is properly organized, staffed, and directed to perform its function effectively. Ensures that a proper environment, equipment, and tools are provided as required to perform tasks outlined in the contract.
- Manages and coordinates all work for task orders with subcontractors and other operating units. Responsible for meeting plan objectives and providing customer deliverables as required by the contracts.
- Develops and maintains a project status reporting system. Provides status reports to management, subcontractors, and customers detailing the organization's progress in meeting performance based goals and objectives.

- Responsible for meeting project budget objectives. Manages expenditures and direct labor costs to ensure ongoing budget compliance. Collects project cost information and regularly reports cost and budgetary performance.
- Assists in the development and maintenance of processes that measure efficiency and monitor customer satisfaction. Responsible for ensuring that internal quality control procedures are followed and that continuous quality control mechanisms are in place and operational.
- Oversees audits and provide guidance to those conducting personal interviews with their representatives.
- Coordinates work of internal staff and external consultants in performance of audits and writing of work papers.

## Senior Data Analyst

### Qualifications

- Bachelor's or Master's degree in computer or business related field preferred. High school diploma or GED required.
- Five years data analysis experience preferred, including identification and translation of items with statistical significance.
- Experience with relational databases such as Structured Query Language (SQL) Server and Microsoft Access<sup>®</sup> required.
- Knowledge of data manipulation and data mining techniques strongly preferred.
- Demonstrated ability to meet and exceed project deadlines while producing high quality products.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Act as a proactive agent in determining needs of various departments through reporting and statistical analysis.
- Performs in-depth analysis through various data manipulation techniques to identify trends/patterns.
- Provides direction to new hire staff in the department. Provides ongoing support, development, and training on an as needed basis.
- Presents analysis and provides feedback of outcome to internal staff and external customers.
- Provides support of data collection, mapping, aggregation, and balancing functions.
- Prepares reports to present to management to meet customer requirements.
- Provides ideas on business direction as found through analysis.

## Senior Fraud Investigator / Senior Investigator

### Qualifications

- Certified Fraud Examiner (CFE) certification preferred; Bachelor's or Master's degree in criminal justice, accounting, finance, statistics, mathematics, or related field, or three years of equivalent experience required.
- Knowledge of applicable statutes, regulations, policies, claim processing, servicing, or audit and reimbursement principles and procedures.
- Excellent written and verbal communication skills including public speaking and human relations.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Responsible for the preparation and completion of fraud cases based upon allegations and information from internal and external sources.
- Provides direction to staff in the Department. Provides ongoing support, development, and training on an as needed basis.
- Develops reports for management and customers on work status, case development, vulnerabilities, etc.
- Backfills duties when manager is out of office or unavailable.
- Facilitates communication and coordination between the teams of the Department.
- Reviews complaints received to determine the best procedure for handling the file or investigating the complaint.
- Works on referred cases to ensure customer satisfaction. Develops reports and provides needed documentation.
- Develops cases for referral. Prepares presentation to communicate details of case to appropriate parties.
- Performs data analysis to proactively target fraud case schemes and scams.

## **Fraud Investigator / Investigator**

### Qualifications:

- Bachelor's or Master's degree preferred. High school diploma or GED required.
- Knowledge of applicable statutes, regulations, policies, claim processing, servicing, or audit and reimbursement principles and procedures.
- Preferred understanding of appropriate program.
- Excellent written and verbal communication skills including public speaking and human relations.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Responsible for the preparation and completion of fraud cases based upon allegations and information from internal and external sources.
- Reviews complaints received to determine the best procedure for handling the file or investigating the complaint.
- Works with on referred cases to ensure customer satisfaction. Develops reports and provides needed documentation.
- Develops cases for referral. Prepares presentation to communicate details of case to appropriate parties.
- Performs data analysis to proactively target fraud case schemes and scams.

## Senior Financial Investigator / Senior Auditor

### Qualifications:

- Certified Fraud Examiner (CFE) certification preferred; Bachelor's or Master's degree in criminal justice, accounting, finance, statistics, mathematics, or related field, or three years equivalent experience required.
- Knowledge of applicable statutes, regulations, policies, claim processing, servicing, or audit and reimbursement principles and procedures.
- Preferred understanding of appropriate program.
- Prior experience in audit, cost reports, or financial analysis.
- Excellent written and verbal communication skills including public speaking and human relations, and ability to produce work free from typographical or spelling errors.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Responsible for the preparation and completion of financial fraud cases based upon allegations and information from internal and external sources.
- Provides direction to staff in the Department. Provides ongoing support, development, and training on an as needed basis. Backfills duties when manager is out of office or unavailable.
- Develops reports for management and customers on work status, case development, vulnerabilities, etc.
- Facilitates communication and coordination between the teams of the Department.
- Reviews complaints received to determine the best procedure for handling the file or investigating the complaint.
- Works with referred cases to ensure customer satisfaction. Develops reports and provides needed documentation.
- Develops cases for referral. Prepares presentation to communicate details of case to appropriate parties.

- Performs data analysis to proactively target fraud case schemes and scams.

## Financial Investigator / Auditor

### Qualifications:

- Bachelor's or Master's degree in Accounting or related field preferred. High school diploma or GED required.
- Knowledge of applicable statutes, regulations, policies, claim processing, servicing, or audit and reimbursement principles and procedures.
- Prior experience in accounting, audit, cost reports, or financial analysis required.
- Excellent written and verbal communication skills including public speaking and human relations.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Responsible for the preparation and completion of financial fraud cases based upon allegations and information from internal and external sources.
- Reviews complaints received to determine the best procedure for handling the file or investigating the complaint.
- Works to ensure customer satisfaction. Develops reports and provides needed documentation.
- Develops cases for referral. Prepares presentation to communicate details of case to appropriate parties.
- Performs data analysis to proactively target fraud case schemes and scams.
- Conducts financial audits including desk work and personal interviews as needed.
- Compiles information from audit and writes work paper as final review of audit action.

## Statistician

### Qualifications

- Bachelor's degree in statistics or related field required. Master's degree in statistics or related field preferred. Statistical consulting experience desirable.
- Demonstrated ability to analyze data; experience in using healthcare data preferred
- Demonstrated ability to use statistical packages such as SAS to analyze data, generate analytical files and reports.
- Demonstrated ability to meet and exceed project deadlines while producing high quality products.
- Strong quality management skills. Experience with TQM or ISO preferred.
- Excellent oral and written communication skills.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Act as a proactive agent in determining needs of various departments through statistical analysis.
- Provides statistical support, consultation, and review for a variety of projects and programs.
- Performs sampling design and estimation including calculation of sample sizes and estimates; performs data analysis using appropriate statistical methodology.
- Works with analysts to ensure sufficient analytic support for the project including database and program documentation.
- Develops reports on content, completeness, and accuracy of databases.
- Presents analytical results in reports, publications, and at conferences.
- Analysis of captured data identifying trends/patterns.
- Presentation of analysis to internal staff and external customers.

- Provide ideas on business direction as found through analysis.

## Quality Manager

### Qualifications:

- Bachelor's degree preferred. Associate's degree required.
- Minimum three years, five years preferred, of work experience in Quality Assurance, should be combined with a demonstrated track-record of accomplishments in a Quality Assurance role.
- Excellent oral and written communication skills.
- Experience with ISO 9001.
- Ability to take the initiative, to maintain confidentiality, to meet deadlines, and to work in a team environment is essential.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.
- Must be able to travel in order to provide training to other IntegriGuard sites.

### Major Responsibilities

- Directs the Corporate quality program through the application of generally accepted quality assurance methods to analyze data and inspection results.
- Serves as liaison to management and employees on all quality issues.
- Plans and maintains a department budget and supports IntegriGuard business processes.
- Assists the management team and provides QA support as necessary.
- Develops a QA Plan, generates quality data and provides reports.
- Serves as point of contact for all issues related to the quality management system.
- Trains staff in quality based on related tools and topics.
- Reviews and audits own work and work of others for quality and content.

- Ensures all records and documents related to the quality management system are maintained so that current versions cannot be intentionally or unintentionally changed.

## **IntegriGuard Labor Category Descriptions SIN 520-15**

### **Program Director**

#### Qualifications

- Bachelor's or Master's degree preferred. High school diploma or GED required.
- Four years successful program management experience with expertise in relevant field.
- Ability to work well with others in a team environment.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.
- Advanced oral and written communications skills.

#### Major Responsibilities

- Provides broad oversight to the contract
- Ensures that the division is properly organized, staffed, and directed to perform its function effectively. Ensures that a proper environment, equipment, and tools are provided as required to perform division tasks.
- Develops and maintains a project status reporting system. Provides status reports to appropriate customers and management.
- Meets budget objectives. Manages expenditures and labor costs to ensure budget compliance.
- Ensures full task order compliance and promotes organic growth with the organization.
- Maintains and enhances the relationship with client' s (agency's) Program Manager
- Ensures deliverables are submitted according to the established schedule

- Negotiates modifications to the task order necessitated by changes in workload or system availability
- Updates executive management on performance against established metrics
- Conducts audits or reviews processes to ensure consistency and accuracy
- Reviews and approves all procedures and work instructions

## **UMBI Director / Project Manager**

### Qualifications:

- Bachelor's or Master's degree preferred. High school diploma or GED required.
- Ability to motivate, develop, and manage assigned staff.
- Ability to maintain high quality work while meeting strict guidelines.
- Advanced oral and written communications skills.
- Ability to work well with others in a team environment.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Travel required for contract maintenance and to attend conferences.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Responsible for broad oversight of daily operations of the contract:
- Ensures that the unit is properly organized, staffed, and directed to perform its function effectively. Ensures that a proper environment, equipment, and tools are provided as required to perform tasks outlined in the contract.
- Manages and coordinates all work for task orders with subcontractors and other operating units. Responsible for meeting plan objectives and providing customer deliverables as required by the contracts.
- Develops and maintains a project status reporting system. Provides status reports to management, subcontractors, and customers detailing the organization's progress in meeting performance based goals and objectives.
- Responsible for meeting metrics and performance targets for all task orders. Ensures appropriate actions are taken to maintain compliance with task order requirements.
- Responsible for meeting project budget objectives. Manages expenditures and direct labor costs to ensure ongoing budget compliance. Collects project cost information and regularly reports cost and budgetary performance.
- Assists in the development and maintenance of processes that measure efficiency and monitor customer satisfaction.

- Responsible for ensuring that internal quality control procedures are followed and that continuous quality control mechanisms are in place and operational.

## **Administrative Associate II**

### Qualifications:

- Associate's or Bachelor's degree preferred. High school diploma or GED required.
- Three plus years experience in an office environment with experience in an Administrative Assistant role preferred.
- Excellent written and verbal communication skills and ability to produce work free from typographical or spelling errors.
- Knowledge of general office equipment and generally accepted administrative procedures.
- Ability to maintain high quality work while meeting strict deadlines.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major responsibilities

- Handles day to day operations of the office, as outlined below, including systems, office supplies, file organization, purchasing requests, etc.
- Prepares completed deliverables for submission after completing all final edits
- Files all paper and electronic copies of completed deliverables
- Provides administrative support for the assigned business unit
- Performs routine and standardized office tasks with little or no supervision to include, but not limited to: answering and directing phone calls, scheduling appointments, taking notes, compiling minutes, copying, faxing, logging incoming and outgoing mail, etc.
- Gives/receives routine information requiring high level tact, discretion, and courtesy.
- Records, transcribes, and distributes minutes of meetings.
- Manages the relevant electronic filing system by adding or deleting folders and archiving files

- Schedules meetings for the Program Director, Project Manager, and other departmental managers and supervisors
- Arranges departmental travel

## Payment Validation Supervisor

### Qualifications:

Bachelor's degree preferred. High school diploma or GED required.

- Ability to motivate, develop, and manage assigned staff.
- Previous supervisory or management experience preferred.
- Ability to maintain high quality work while meeting strict deadlines.
- Excellent written and verbal communication skills.
- Ability to work well with others in a team environment.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Overall management of day-to-day operations of personnel and workflow.
- Monitors production
- Manages workflow
- Oversees production deadlines, backlog management
- Provides direction and daily oversight to team
- Coordinates with other supervisors to ensures maximum efficiency
- Updates teams on status of processing, procedures
- Oversees quality assurance of processing staff
- Recommends updates of procedures and work instructions to Project Manager
- Audits work product for internal validity and quality
- Conducts staff training
- Serves as a resource for staff questions and concerns

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- Resolves Personnel issues

## Payment Adjustment Reviewer

### Qualifications:

- Associate's or Bachelor's degree preferred. High school diploma or GED required.
- Ability to maintain high quality work while meeting strict deadlines.
- General writing skills and ability to produce work free from typographical or spelling errors.
- Basic typing skills.
- Advanced analytical skills.
- Ability to work well with others in a team environment.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major responsibilities

- Scans incoming documents
- Uploads data updates into the appropriate database
- Acknowledges receipt of retroactive transactions
- Uploads incoming retroactive transactions into the client's enrollment tracking database appropriate to the transaction
- Reviews documentation in support of retroactive enrollment adjustment to determine compliance with regulatory guidelines
- Reviews 'up front' documentation in support of retroactive changes which have a start date that precedes the received date by six months or more (six month requests) to determine if the organization has substantiated the lateness of the requests and has substantiated the requested change
- Reviews probe study documentation in support of retroactive changes to determine if published organizational Standard Operating Procedures (SOP) were followed
- Assigns disposition codes to documentation which indicates if an organization was compliant with SOPs

- Reports probe study results to client's organization
- Assigns disposition codes to documentation which indicates the degree to which the organization was able to either substantiate the lateness of the request, or to substantiate the requested change, or both
- Processes requests for program status changes
- Returns requested transactions to source if documentation is missing
- Submits requested transactions to client or agency's regional office if documentation is not conclusive
- Processes transactions according to established quality standards (95%)
- Calculates associated monetary impact of transactions
- Processes close-outs after transactions have been processed
- Assigns disposition codes to processed transactions
- Uploads electronic records, checks for quality, and sends final disposition reports on processed transactions
- Files all completed and pending requests

## Client Service Manager

### Qualifications

- Bachelor's or Master's degree preferred. High school diploma or GED required.
- Five plus years of supervisory experience preferred.
- Demonstrated problem solving and decision making abilities.
- Demonstrated ability to meet and exceed project deadlines while producing high quality products.
- Strong quality management skills. Experience with TQM or ISO preferred.
- Excellent oral and written communication skills and ability to produce work free from typographical or spelling errors.
- Two plus years experience in client services preferred.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Oversees supervision of the client services employees, including hiring, disciplining, evaluation, coaching, mentoring, work distribution, etc.
- Oversees scheduled and ad-hoc reports including development, scheduling, creation, review, distribution, etc.
- Ensures that new employees receive development and training on processes and procedures. Schedules ongoing training as needed for each individual.
- Supervises the development and consistent monitoring of work instructions to ensure that there is a standard set of operating procedures for all employees.
- Communicates with internal and external entities as required for reporting or work performed pursuant to a contract.
- Ensures monitoring of workflow related to client services and makes adjustments as needed to keep project within established goals for turnaround.
- Creates and develops call protocols, system enhancements, etc.

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## Client Service Representative

### Qualifications:

- Associate's or Bachelor's degree preferred. High school diploma or GED required.
- Ability to maintain high quality work while meeting strict guidelines.
- Ability to work hours as specified by contract obligations.
- Outstanding oral and written communication skills.
- Prior experience in Client Services preferred.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities

- Serves as liaison working with customers, beneficiaries and other entities to resolve inquiries and outstanding issues. Provides timely, clear, and concise responses.
- Handles telephone and mail correspondence to resolve issues.
- Provides outreach and education to all clients, ensuring understanding of and compliance with applicable regulations or requirements.
- Documents inquiries, conference calls, outreach and education efforts and/or complaints. Provides detailed information on each conversation/correspondence. Ensures documentation of final resolution.
- Reviews and responds to internal referrals. Obtains information necessary to process change requests.

## Data Analyst

### Qualifications:

- Associate's or Bachelor's degree in computer or business related field preferred. High school diploma or GED required.
- Two years data analysis experience preferred, including identification and translation of items with statistical significance.
- Experience with relational databases such as Structured Query Language (SQL) Server and Microsoft Access<sup>®</sup> required.
- Knowledge of data manipulation and data mining techniques strongly preferred.
- Not currently sanctioned or excluded from participation in any federal program as an employee, contractor or in any other official capacity.
- Working knowledge of Microsoft Office<sup>®</sup>, Internet and e-mail.

### Major Responsibilities:

- Performs in-depth analysis through various data manipulation techniques to identify trends/patterns.
- Presents analysis and provides feedback of outcome to internal staff and external customers.
- Provides support of data collection, mapping, aggregation, and balancing functions.
- Prepares reports to present to management to meet client requirements.
- Provides ideas on business direction as found through analysis

## IntegriGuard GSA Labor Pricing SIN 520-9

	<b>Labor Category</b>	<b>1/18/07 – 1/17/08</b>	<b>1/18/08 – 1/17/09</b>	<b>1/18/09 – 1/17/10</b>	<b>1/18/10 – 1/17/11</b>	<b>1/18/11 – 1/17/12</b>
1	Program Director*	\$126.23	\$131.28	\$136.53	\$141.99	\$147.67
2	UMBI Director / Project Manager*	\$82.49	\$85.79	\$89.22	\$92.79	\$96.50
3	Chief Legal Counsel	\$97.63	\$101.54	\$105.60	\$109.82	\$114.21
4	Lead Claims Review Analysts	\$64.47	\$67.05	\$69.73	\$72.52	\$75.42
5	Complaint Screener	\$36.61	\$38.07	\$39.60	\$41.18	\$42.83
6	Administrative Associate II*	\$34.30	\$35.67	\$37.10	\$38.58	\$40.13
7	Administrative Associate III	\$54.55	\$56.73	\$59.00	\$61.36	\$63.82
8	Medicare Operations Coordinator	\$41.38	\$43.04	\$44.76	\$46.55	\$48.41
9	Fraud Manager	\$68.96	\$71.72	\$74.59	\$77.57	\$80.67
10	Sr. Data Analyst	\$70.43	\$73.25	\$76.18	\$79.22	\$82.39
11	Sr. Fraud Investigator	\$59.73	\$62.12	\$64.60	\$67.19	\$69.88
12	Fraud Investigator	\$45.24	\$47.05	\$48.93	\$50.89	\$52.92
13	Sr. Financial Investigator	\$63.08	\$65.60	\$68.23	\$70.96	\$73.79
14	Financial Investigator	\$47.59	\$49.49	\$51.47	\$53.53	\$55.67
15	Statistician	\$55.10	\$57.30	\$59.60	\$61.98	\$64.46
16	Quality Manager	\$65.74	\$68.37	\$71.10	\$73.95	\$76.91

*\*Labor categories are common to both SINs*

## IntegriGuard GSA Labor Pricing SIN 520-15

	Labor Category	1/18/07 – 1/17/08	1/18/08 – 1/17/09	1/18/09 – 1/17/10	1/18/10 – 1/17/11	1/18/11 – 1/17/12
1	Program Director*	\$126.23	\$131.28	\$136.53	\$141.99	\$147.67
2	UMBI Director / Project Manager*	\$82.49	\$85.79	\$89.22	\$92.79	\$96.50
3	Administrative Associate II*	\$34.30	\$35.67	\$37.10	\$38.58	\$40.13
4	Payment Validation Supervisor	\$51.40	\$53.46	\$55.59	\$57.82	\$60.13
5	Payment Adjustment Reviewer	\$36.13	\$37.58	\$39.08	\$40.64	\$42.27
6	Client Service Manager	\$64.24	\$66.81	\$69.48	\$72.26	\$75.15
7	Client Service Representative	\$51.37	\$53.42	\$55.56	\$57.78	\$60.10
8	Data Analyst	\$95.43	\$99.25	\$103.22	\$107.35	\$111.64

*\*Labor categories are common to both SINs*