

## **Argus Claim Review:**

### **A powerful system to guard against errors and fraudulent billing**

*At Cypress Benefit Administrators, we are continually on the lookout for ways to save our clients money on their medical expenses. As a part of this effort, we've instituted the most all-encompassing fraud protection system available: Argus Claim Review. Many of our clients have experienced the significant savings generated by Argus. Following is just one example:*

#### **CASE #133:**

#### **Unnecessary Carpal Tunnel Surgery Averted, Client Saves \$10,000 - \$15,000**

Argus Claim Review received claims for electrodiagnostic (EDX) testing done in a facility setting with a primary diagnosis of Carpal Tunnel Syndrome (CTS). As CTS is a condition that may be diagnosed unnecessarily, in-depth investigation by Argus was done and complete records were requested from both the physician and the facility.

The records were received and showed that the patient had seen his family doctor, an internist, and was referred to a neurologist for further consultation. However, the records showed the neurologist did not perform a complete neurological examination prior to the testing being performed.

As part of the detailed investigation done by Argus, all records received were forwarded to one of Argus's URAC-accredited peer independent review partners, Board certified in Neurology, who reviewed the file, comparing it with the Plan language, the documentation submitted and the standard of care in the medical community. The determination of the expert was that there was insufficient documentation in the records to support the medical necessity of the testing as there was little description of history and response to conservative measures (such as wrist splints, physical therapy, NSAIDs or injections).

Additionally, the patient was scheduled for bilateral carpal tunnel surgery; yet, not only did the examination not show any definitive signs that the patient had CTS, the EDX testing itself was inconclusive that the patient had CTS. Further investigation was done by Argus, and the file was reviewed by another expert physician – this one Board certified in Orthopedic Medicine – who also came to the conclusion that the scheduled carpal tunnel surgery was not medically necessary.

The patient subsequently canceled the surgery, **avoiding non-medically necessary surgery and preventing what would have been a \$10,000-\$15,000 bill.**