

# Medicare Regulatory Compliance and OAISYS®

## Call Recording Solutions for the Durable Medical Equipment Industry



### Is Your Business Prepared for a Potential Medicare Audit?

Fraud and abuse activities cost the Medicare Program millions of dollars every year. Most doctors, health care providers, suppliers and private companies who work with Medicare are honest. However, there are those intent on abusing or defrauding Medicare, cheating the program out of billions of dollars annually, affecting taxpayers, patients and providers, and ultimately raising overall health care costs.

The actions of these unscrupulous individuals is extremely detrimental to providers who strive to maintain ethical and compliant business operations. For Durable Medical Equipment (DME) suppliers, this holds especially true. Recent high-profile Medicare investigations into the DME industry have heightened the demand for greater government oversight for these businesses.

DME suppliers are required to abide by the 21 standards noted in 42 C.F.R. §424.57 of the Social Security Act. The National Supplier Clearinghouse (NSC), contracted by the the Centers for Medicare and Medicaid Services (CMS) to ensure integrity in the Medicare program, can conduct unannounced site visits to determine whether a supplier is in compliance with these standards. If a supplier does not maintain compliance with the standards, the NSC can revoke the company's Medicare billing number.

As the push for healthcare reform builds, the pressure on government authorities to crack down on Medicare fraud is at an all time high. It is essential that suppliers familiarize themselves with these standards to ensure strict compliance. Comprehensive policies and procedures regarding documentation should be implemented, and every patient encounter — regardless of subject matter or duration — should be documented.

An effective means of documenting transactions and activities that occur via telephone-based interactions is essential to any well developed compliance program. OAISYS helps DME suppliers ensure compliance with relevant regulatory guidelines while providing valuable liability protection. Our Talkument® voice documentation and Tracer call center management software solutions deliver robust, reliable and affordable call recording capabilities to help businesses ensure compliance with Medicare standards.

### Protect Your Operations with OAISYS

OAISYS products deliver an easy-to-use interface and voice documentation functionality as standard components through patent-pending OAISYS Portable Voice Document (PVD™) technology.

Users can quickly search for, retrieve and play back calls using a Microsoft Outlook® style search folder system. In addition, users can add text annotations, highlight relevant portions of calls and then share the voice documents with other parties who may need to review (such as call center managers or CMS auditors) via a secure link.

And, businesses requiring advanced call center management capabilities—such as live call monitoring, coaching, evaluating and reporting—can deploy OAISYS Tracer software. Best of all, they'll enjoy an unlimited user license for Talkument, extending the benefits of voice documentation beyond the walls of the call center to support members of every department within the organization.

Voice documents never leave the OAISYS recording system on which they are stored. All calls remain with the organization, rather than being stored offsite and transcribed or having copies of the files themselves emailed without oversight or controls. Additionally, secure system administration allows for easy assignment of individual and group permissions, as well as log file visibility showing an audit trail of recording access.

***OAISYS has extensive experience providing solutions to the healthcare industry and its related fields, and our products are safe, secure and reliable. Don't allow non-compliance with DME supplier quality standards to endanger your business operations, protect your revenue with OAISYS.***



To learn more about OAISYS, Tracer and Talkument, please visit our website at [www.oaisys.com](http://www.oaisys.com) or call 888.496.9040 today.

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