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## Case Studies

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### **ARGUS Claim Review:**

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

*At ARGUS Claim Review, we are continually on the lookout for ways to save our clients money on their medical costs. This is done by using the industry's most all-encompassing claims management system, complete with fraud protection and medical code editing. Our clients have experienced 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.**

*If you have any questions about medical necessity or other guidelines used by ARGUS Claim Review, feel free to contact us – we're happy to answer any questions you have.*