

Managing a six-week, 170,000+ document review, followed by an extensive privilege log.

Summary

Client Industry: Retail/Pharmaceutical

Business Challenge: A legal review with constant change in scope, required assembly of 19 document reviewers to review 170,000 documents to avoid further subpoenas

Highlights/Outcome: Special Counsel completed two phases of the review with an accuracy rate of 97.8%



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Opportunity

The State Attorney General (NYAG) initiated an investigation against a pharmaceutical retail chain in regards to possible fraudulent Medicaid billings. Two subpoenas were served requesting files from the corporation's employees and one specific division's personnel. Outside Counsel engaged Special Counsel as their preferred provider to manage the review. The client's goal was to evaluate the custodial documents and avoid further subpoenas. Following a successful review, Special Counsel was additionally tasked with creating and producing a highly detailed privilege log.

Business Challenges

The Special Counsel project manager assembled a team of 18 reviewers in just two business days. The project involved reviewing 170,000 documents with over 50 issue codes while marking documents to maintain privilege, confidentiality and family consistency throughout the review database. The NYAG often changed the scope of

the subpoenas requested. With each request, the project manager examined the documents to ensure continued responsiveness and re-focused the review team on the changing protocol provided by Counsel. Keeping the momentum of the project and focusing on accuracy, the project manager successfully navigated the team through a total of 30 subpoena requests over the course of the review. Contributing to the changing dynamics of the project, the client requested an additional review that required the creation of a supplemental database. The project manager established a process and worked with the review tool host to anticipate any issues and ensure a seamless transition while toggling between the two separate databases.

Engagement / Our Solution

Under the leadership of the project manager, the team multitasked between various client requests. In one instance, the client requested an impromptu series of documents to be redacted.

The project manager coordinated the team's schedule to ensure the project's timeframe and the high level of accuracy would not be compromised. This project included writing very detailed and original privilege log descriptions for over 1,200 documents. The project manager facilitated the privilege log activities by providing a substantial number of samples for the reviewers to reference, being careful not to use standard boiler plate language. The final privilege log was immaculate and negated requests for additional clarification from the NYAG.

Highlights / Outcomes

Special Counsel successfully completed two phases of this review, including an extensive privilege log. Our project manager's leadership and expertise kept the team right on track, delivering a high quality work product on time. The team reviewed a total of 170,000 documents, at a rate of 65 documents per hour. Nearly 27% of those 170,000 underwent Special Counsel's stringent quality control process realizing an accuracy rate of 97.8%.

"Excellence find. I just sent a few highlights of the recent key documents, including this document and your description, to the partner on our case. Thanks!"

- Client

