

# *Delivery of a Managed Review Two Weeks Ahead of Schedule and More Than \$85k Below Budget*

## Summary

*Client Industry:* Healthcare Insurance

*Business Challenge:* During a review to remedy overpayments, Special Counsel found incomplete emails and after further investigation, discovered additional documents in a separate repository.

*Highlights/Outcome:* Completed the project two weeks ahead of schedule, saving the client approximately \$88,000 and with a 97.9% accuracy rate.



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## Opportunity

Special Counsel's client, a large health insurance provider, was party to specific retail pharmacy agreements related to their administration of pharmacy claims. Amendments to these agreements led to complaints about unequal pharmacy reimbursement rates for generic drugs dispensed to USVI Medicaid members. Special Counsel's client was informed of the complaints, and after researching the issue, discovered that due to a system error, a group of pharmacies was overpaid. The client informed the parent company, and initiated the process to recoup the overpayments on behalf of its client. The parent company objected and ultimately filed a demand for arbitration.

Based on previous positive experiences with Special Counsel's managed review services, members of the client's legal team requested Special Counsel's services in preparation for the matter's upcoming arbitration.

## Business Challenges

The review was marked with several technical issues that were aptly and quickly navigated by the project manager, to the benefit of the client. A day into reviewing the document set, the review team found several email documents that appeared to be incomplete. The Project Manager immediately brought this to the attention of outside counsel and the hosting vendor. The hosting vendor dismissed the problem as a non-issue and indicated there were no loading or processing errors associated with this document group. The project manager raised the issue a second time when the team continued to find incomplete email documents. The hosting vendor was then tasked by outside counsel to work with the client's IT department and Special Counsel to further investigate the issue.

Together they discovered approximately 5,000 documents that were stored in a separate repository. The hosting vendor team worked with the Special Counsel project manager and the client to identify and segregate all incomplete documents and have them reprocessed for further review by the Special Counsel review team.

## Engagement / Our Solution

Prior to the official project launch, Special Counsel was an active participant. Several pre-review preparation sessions involving Special Counsel's project planning experts, the client's outside counsel and several members from the vendor database team, were held. During these planning sessions, the Special Counsel team guided outside counsel through the specifics of outlining a managed review, including detailed suggestions on building a coding layout to assist the team in segregating documents for depositions and arbitration.

Our team also laid out a pre-review training strategy for the review team and provided and explained metrics and quality control checks that would be run on a daily basis for the duration of the project.

With direction from the Special Counsel project manager, the review team was successful, using critical thinking while reviewing the documents at issue and asking insightful questions, while still maintaining a high review speed and exemplary rate of accuracy.

This was the first experience with a database review tool for the client's outside counsel. As such, the Special Counsel project manager and outside counsel engaged in multiple instructional discussions to determine how the review team could work most efficiently within the parameters and limitations of the tool, and how outside counsel could maximize the capabilities of the database once the review was completed. To help achieve this, the Special Counsel project manager conducted independent database training sessions with outside counsel.

## Highlights / Outcomes

The review was a resounding success and the client showed their appreciation by sending several emails to Special Counsel during the course of the review, thanking the project manager and the team for their hard work, careful analysis and support.

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schedule, saving the client  
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with a 97.9% accuracy rate.