



INTEGRITY MANAGEMENT SERVICES

Wholly owned subsidiary of  
 **Strategic Management**  
STRATEGIC MANAGEMENT SYSTEMS, INC.



# Insight. Clarity. Solutions.

Integrity Management Services, LLC (IMS), is a Veteran-Owned Small Business, founded by the former Inspector General of Health and Human Services, Richard Kusserow. IMS provides professional consulting services to government managers and to businesses supporting government agencies at the Federal, State, and Local levels in areas such as program integrity and program evaluation. Focused on strengthening the performance, integrity, and overall effectiveness of government programs, we are experienced and skilled in the establishment, maintenance, auditing, and quality improvement government organizations which includes fraud waste abuse as well as compliance and enforcement initiatives.

## Experience

IMS is a seasoned team of professionals, including former government program managers and subject matter experts (SMEs) in various government programs. Our highly-qualified technical and educated team consists of:

- auditors
- data analysts
- evaluators
- investigators
- regulatory analysts
- SMEs
- statisticians

We specialize in complex data and statistical analysis, auditing, program evaluation, and investigations. Our data analysts, subject matter experts, and statisticians convert theory into workable, informative analysis. We have a highly effective staff with experience and skill in creating large databases, building support systems for our auditors, evaluators, and investigators and establishing secure communications networks with our clients. Our audit team has in depth experience in the design and conduct of complex audits and compliance reviews. We have written, established quality assurance procedures in place to ensure we produce quality products for our customers.

## Depth

Our multi-disciplinary team supports our clients' needs in audits, compliance reviews, data mining and analysis, investigations, program evaluation, regulatory analysis, and training. We are skilled and proven at problem solving and vigorous in seeking innovative ways to approach our tasks. Continuous quality improvement is an IMS core value.



Our experience includes but is not limited to supporting:

- Office of Personnel Management
- U.S. Postal Service
- Veterans Affairs
- United States Air Force
- Various States
- US Department of Health and Human Services
- › Centers for Medicare & Medicaid Services

- › Health Resources and Services Administration
- › Office of Civil Rights
- › Office of Medicare Hearings and Appeals
- › Office of the Inspector General

# Capabilities



## Data Analysis

We use sophisticated data analysis and statistical methods to identify program vulnerabilities, potential overpayments, and potential fraud waste and abuse. Our innovative analyses convert large databases into useful information for decision-makers, while ensuring quality and data integrity. Our FISMA compliant facility protects sensitive data.

- We formulate hypotheses based on programmatic knowledge, experience, and regulatory review.
- We use state-of-the-art statistical methods and sophisticated software like SAS and SQL.
- We use stringent quality assurance methods to deliver high quality products.
- Our analyses include:
  - Descriptive and exploratory statistics
  - Predictive analytics
  - Time-trend analysis
  - Association studies
  - Regression analysis
  - Outlier analysis
  - Cluster analysis
  - Graph pattern analysis

## Audits

We have decades of audit experience in government and the private sector.

- We follow the Generally Accepted Government Auditing Standards (Yellow Book).
- Our audit services include:
  - Claims audits
  - Regulatory compliance audits
  - Program performance audits
  - Assessment of existing audit plans and procedures

- Design, development and implementation of audit programs and protocols

## Compliance Reviews

We are proficient in assessing contractor compliance with government rules and regulations.

- We tailor assessments to the specific elements of the government program and/or contract being reviewed.
- We follow generally accepted standards for planning, data collection (including interviews), documentation, analysis, and reporting.
- We identify compliance gaps and make actionable recommendations.
- We implement corrective actions
- Our reviews cover both Federal and State requirements.

## Investigations

Our team of seasoned investigators has senior-level experience in the FBI, Treasury Department, and Offices of Inspector General in several federal departments. The team has experience managing Medicaid Fraud Control Units and Medicare fraud enforcement initiatives.

- We conduct confidential investigations of allegations ranging from misconduct to fraud.
- Our professional investigators combine sophisticated data analysis with key informant interviews and review of legal and regulatory requirements.
- Our investigative products are suitable for administrative or criminal follow-up action.

## Evaluations

We are expert in designing and conducting program and project evaluations. Several of our senior staff led and managed evaluations in Federal Offices of Inspector General.

- We use a mix of qualitative and quantitative methods.
- We conduct short turnaround as well as longitudinal evaluations.
- We follow the Quality Standards for Inspection and Evaluation (Blue Book) issued by the Council of the Inspector General on Integrity and Efficiency.
- Our evaluation services include:
  - Efficiency and/or Effectiveness reviews
  - Client satisfaction reviews
  - Development and assessment of performance measures
  - Development of evaluation protocols
  - Training of evaluation staff

## Medical Review

IMS employs a specialized team of health professionals to deliver independent medical reviews and quality of care services, such as:

- Compliance assessment services
- Medical necessity determinations
- Clinical evidence-based protected peer reviews
- Malpractice and substandard care allegation assessments
- Health plan compliance assessments and health analytics





## IMS by the Numbers.



**20+**

Years of program integrity experience



**8**

Federal departments supported



**1/3**

Of states supported on program integrity contracts



**0**

Quality related Fraud referral rejections

## Business Information

### NAICS Codes

**561611** - Investigation Services

**541611** - Administrative Management & General Management Consulting Services

**541990** - All Other Professional, Scientific, & Technical Services

**518210** - Data Processing, Hosting, & Related Services

**541618** - Other Management Consulting Services

**541720** - Research & Development in the Social Sciences & Humanities

### DUNS

02-1680784

### Cage Code

5WS42

### GSA Schedule – FABS

GS-23F-0047X

GS-23F-0048X

### MOBIS

GS-10F-0479R

### SWaM Certification

699335

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