



Healthcare Investigative, Litigation Support, and Compliance Services

# What Issues in Your Health System Are Keeping You Awake at Night?

Audit / Tax / Advisory / Risk / Performance

Smart decisions. Lasting value.™

# Expertise You Can Count On



## **John W. McSwain**

Managing Director, Advisory Services  
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Prior to joining Crowe, John was with the FBI for 22 years and supervised the Department of Justice Health Care Fraud Task Force. He is a CPA and he specializes in regulatory and corporate investigations, including corporate compliance and ethics consulting. John has more than 30 years of experience conducting complex corporate investigations.



## **Colleen O. Hall**

Partner,  
Healthcare Performance Consulting  
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For more than 10 years, Colleen has provided consulting expertise built on the experience and knowledge she gained in healthcare provider settings. She has led the clinical revenue management group at Crowe and is responsible for managing the day-to-day activities for revenue cycle engagements nationally. Colleen has served academic medical institutions, community hospitals, healthcare systems, specialty hospitals, physician practices, and clinics.



## **Kenneth Zeko**

Managing Director, Risk Consulting Services  
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Ken has provided compliance and risk management services to public hospitals, academic medical centers, integrated health systems, pediatric hospitals, medical device companies, payers, medical services providers, and physician practices. Ken has conducted more than 50 compliance program assessments, served as an independent review officer, and leads a team of coding compliance specialists who conduct coding compliance reviews for law firms, physician practices, hospitals, health systems, and payers.



## **Brian B. Sanderson**

Managing Principal, Healthcare Services  
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As the managing principal for the Crowe healthcare services group, Brian is responsible for the overall management of the audit, consulting, and tax business units that deliver services to hospitals, health systems, physician groups, ancillary providers, and other continuum of care entities. Brian also assists clients with advisory services and has extensive experience in the areas of revenue management and performance improvement.



## **Warren E. Beck**

Healthcare Advisory Services Leader  
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Warren has nearly 40 years of experience in the healthcare industry, including 19 years as a CFO – providing financial leadership in operations management, regulatory and compliance, financial analysis, and data analytics – for a multibillion-dollar health system. He is skilled in addressing the challenges faced by health systems, academic medical centers, and ancillary providers.

## Specialized in Healthcare Investigations






Crowe offers healthcare organizations experience and insight. Our professionals are composed of former FBI special agents, CPAs, fraud examiners, healthcare risk specialists, lawyers, and IT specialists certified in forensic digital technology.

Our teams of seasoned professionals specialize in the areas of healthcare forensic accounting, investigations, litigation support, e-discovery, and compliance. We offer the deep knowledge and experience that comes from working with healthcare organizations for more than 70 years.

Crowe professionals delve beneath the surface to uncover the facts in your most challenging circumstances. We can support you throughout compliance and litigation processes, from investigation to resolution.

Our forensic technology services group supports our health care investigations and litigation team. Our forensic technology team is made up of highly experienced professionals who use technologically advanced computer laboratories located throughout the United States along with cutting-edge software to offer new approaches to the challenging environment of electronically stored information. We provide consultative and investigative technology services, including litigation readiness, data collection, forensic investigation, electronic file processing, and hosting.

### THE CROWE APPROACH

-  **Understand your organization's specific issues**
-  **Tailor our approach to your needs**
-  **Work collaboratively to develop unique solutions**
-  **Bring in deep expertise**
-  **Provide in-depth issue analysis**

## Protecting Your Organization

Our services are designed to help your organization guard its interests in situations involving legal defense, protect sensitive information and data, and support compliance and risk management.

We are widely respected, skilled investigators and forensic specialists with deep expertise in addressing unique healthcare issues. Our teams have extensive proficiency and knowledge in forensic accounting, forensic technology, and legal processes. Crowe healthcare investigative, litigation support, and compliance services include:



## Connect With Us

For more information on Crowe healthcare investigative, litigation support, and compliance services, please contact:

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## Cases in Point: Example Projects

Our healthcare investigative, litigation support, and compliance services teams have helped hospitals and healthcare organizations across the country address a diverse range of challenges. Some examples include:

- A hospital system received whistleblower allegations concerning one of its physicians' possible fraudulent billing practices. Crowe conducted a detailed investigation analyzing patient electronic medical records and hospital communications. At the conclusion of the investigation, we provided hospital management with conclusive facts to assist them in navigating this sensitive issue.
- A hospital system was faced with a vendor dispute about possible payments to a contract physician outside the terms of their agreement. We were able to use our forensic accounting and investigative skills to quantify certain payments and provided hospital management with a detailed report to help them mediate this matter.
- A hospital system was preparing for litigation surrounding allegations of poor performance by the hospital's former revenue cycle management vendor. Using the Crowe proprietary database of healthcare performance indicators, we assisted the hospital and outside counsel by developing a report that quantified the damages related to inadequate services provided by the vendor. During our investigation, we also uncovered electronic evidence through the use of our computer forensic technology that supported their case.
- When a healthcare laboratory had its Medicare billing privileges revoked, we assisted retained counsel by interviewing personnel, observing laboratory operations, and reviewing significant documentation to assess improvements in laboratory operations over several years. The laboratory's legal team was able to use our observations as evidence that billing privileges should be reinstated.
- A hospital was subpoenaed by a grand jury that was investigating allegations of the hospital's marketing practices and whether these practices violated Stark Law provisions. We collected data, performed mass word searches, and identified potentially important documents that outside counsel utilized to mediate this matter.
- A health system wanted a comprehensive compliance program assessment. We reviewed compliance program-related documents and interviewed board members, leadership, and management. We identified strengths and opportunities for improvement, and recommended process changes that resulted in a more mature compliance program and improved understanding of compliance responsibilities among operational leadership and management.

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