

COMMERCIAL INVESTIGATIONS LLC

CI TIMES



IROQUOIS CONFERENCE

BACKGROUND INVESTIGATIONS—IT'S ELEMENTARY!

COMMERCIAL INVESTIGATIONS LLC is proud to have been an Educational Sponsor at the Iroquois Healthcare Education Conference & UISS Exhibition held this month at Turning Stone Casino Resort in Verona NY. In addition to being an Educational Sponsor, CI President Michelle Pyan was also a presenter. In keeping with the theme of the conference—"Mysteries of the Health Care Industry: In Search of Clues"—Michelle's educational session was titled "Background Investigations—It's Elementary."

Using numerous Sherlock Holmes based references during her educational session, Michelle supplied a thorough overview of background investigations, including health care industry specific trends and concerns. Also covered during the session were drug testing, fingerprinting and identity theft.

While Michelle presented her very well attended educational session,



Iroquois Healthcare Education Conference & UISS Exhibition

MYSTERIES OF THE HEALTH CARE INDUSTRY: ... In Search of Clues ...

**September 14-16
Turning Stone Casino Resort**

Travis Pyan, CI Vice President of Sales and Marketing, was manning CI's booth talking background investigations with Iroquois members and staff.

COMMERCIAL INVESTIGATIONS LLC has been partnered with United Iroquois Shared Services, an arm of the Iroquois Healthcare Alliance, since March 2005. Through this partnership, CI provides thorough, timely and affordable background investigative services to Iroquois' members and associates.

The Iroquois Healthcare Alliance (IHA) advocates on behalf of 56 hospitals and over 400 other health care providers and the communities they serve in Upstate New York. There are two arms of IHA—Iroquois Healthcare Association (education and special projects) and United Iroquois Shared Services (UISS—group purchasing).

If you are a member of the Iroquois Healthcare Alliance, please contact CI to discuss the BACKGROUND INVESTIGATIONS program that we are offering through this partnership. If your organization is not a member of the Iroquois Healthcare Alliance, you can still benefit greatly from CI's thorough, timely and affordable background investigative services.

MAKE CI YOUR FIRST CHOICE
FOR A SECOND IMPRESSION™

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CIWARE CLIENT CLUE NEW CONSENT FORM

In an effort to better serve our diverse client base, CI has made some enhancements to its employment Background Investigations Consent Form. Enhancements to the criminal information disclosure section and subject indication of approval to contact their current employer have been implemented.

Please access your on-line Client Pack to begin utilizing the current version of the Consent Form for employment Background Investigations.

If you have a customized Consent Form and would like to implement these modifications, please contact Michelle.

If you'd like assistance in viewing your on-line Client Pack, please contact a CI representative.

CUSTOMER INTELLIGENCE

Complete and accurate customer intelligence is a crucial step before capital investment, product development or merger/acquisition decisions are made. CI's CUSTOMER INTELLIGENCE and early stage market research services can be tailored to meet your organization's needs, providing you with the relevant information you need to make informed decisions. Our customized intelligence reports are an important tool for making product development and investment decisions, as well as an excellent method for monitoring emerging technologies relevant to your industry.

With our CUSTOMER INTELLIGENCE services, COMMERCIAL INVESTIGATIONS:

- Works with clients to tailor reports to include only the relevant information sought. CI works with clients to establish the best criteria to use for CUSTOMER INTELLIGENCE inquiries and interviews.
- Uses MYSTERY CUSTOMER services to provide customer intelligence which can either focus on store security and physical attributes or the service transaction process including customer service. CI's MYSTERY CUSTOMER service benchmarks products/services and customer service against a client's top competitors.
- Scans a large network of databases to bring the specific information sought to light including information on: competitor financials, owner/officer backgrounds, product development, market trends, relevant new technologies and other pertinent information such as patent searches.
- Utilizes interviews with industry experts, trade associations, current and potential customers and other industry resources to report on how relevant new technologies are affecting a client's market and competitors' activities.
- Tailors searches to focus on informa-

tion relevant to mergers/acquisitions including company financial history and owner/officer background information.

- Develops comprehensive, concise reports which include a quick reference matrix of findings.

CI's COMPETITIVE INTELLIGENCE service gives clients the power of information to:

- Uncover competitors' new products development and existing products enhancement activities.
- Analyze competitors' distribution systems.
- Review relevant technologies that might provide a competitive advantage or that competitors are using.
- Benchmark products/services or customer service through current and potential customer surveys and interviews.

CI's CUSTOMER INTELLIGENCE helps you retain your current customers and gain new ones by gauging the quality of your products/services and customer service against competitors from the view of your current or potential customers. CI's CUSTOMER INTELLIGENCE reports are an essential aspect of consideration during mergers/acquisitions or before entering into partner licensing agreements. It is important to evaluate potential partners' products/services and customer service through a nonbiased source before entering into formal agreements. CI's CUSTOMER INTELLIGENCE services are an excellent way to review your products/services and customer service for areas of improvement that may be currently overlooked.

CI works with clients to develop customized plans utilizing COMPETITIVE & CUSTOMERS INTELLIGENCE services to provide in-depth evaluations of clients' and competitors' operations. Contact CI today to develop a CUSTOMER INTELLIGENCE plan specific to your company.

∞ INQUIRY SPOTLIGHT ∞

OIG

EXCLUSION LIST INQUIRY

When Congress enacted the Health Insurance Portability and Accountability Act and the Balanced Budget Act of 1997, it expanded the federal government's authority to combat fraudulent activities in federally financed health care programs. It is with this authority that the Department of Health and Human Services Office of Inspector General (OIG) developed and maintains the List of Excluded Individuals & Entities (LEIE).

The OIG Compliance Guidelines for health care providers and health care entities dictates that they examine the OIG List of Excluded Individuals/Entities prior to hiring or contracting with individuals or entities.

CI's OIG Exclusion List inquiry identifies individuals and entities excluded from participation in Medicare, Medicaid and other federally financed health care programs. Subjects are examined by name and results found include specialty, exclusion type and date of exclusion.

The effect of an OIG exclusion from participating in federally financed health care programs is that no federal health care program payment may be made for any items or services: (1) furnished by an excluded individual or entity, or (2) directed or prescribed by an excluded physician. The prohibition also extends to payment for administrative and management services not directly related to patient care, but that are a necessary component of providing items and services to federally financed health care program beneficiaries.

The practical effect of an OIG exclusion is to preclude employment of an excluded individual in any capacity by a health care provider that receives reimbursement, directly or indirectly, from any federally financed health care program.

To learn how to add this important inquiry to your BACKGROUND INVESTIGATIONS, or for further information, please contact a CI representative.

CI IS GROWING

GROWING TO MEET OUR CLIENT'S NEEDS

During the past few months CI has grown in a number of ways—additional staff, additional space and upgraded technologies.

In addition to Joann Katz, who started with CI in May, CI has recently welcomed Natasha Engel and Mandi Donohue to its staff. CI is currently interviewing for additional qualified staff members as well.

Also, CI has moved to a new office suite in historic downtown Troy. This new space provides CI staff with a spacious conference room and a separate break/kitchenette room. CI has also installed a state-of-art telephone system to better meet our clients' needs. Our new address is 270 River Street Suite 3R. Please stop by and see us if you are in the area.

CI has also made several enhancements to the services that we offer to our clients. One example is

instant credit reports from Experian (XPN). For CI clients that enter their subjects' Consent Form data online using Clware, requesting a credit report has never been easier. Our Address Information Manager (AIM) inquiry has always presented instant results back to Clware, and now our XPN Credit Report inquiry results are returned instantly too. Results are also presented in a new easy to read format. This enhancement to Clware is a major improvement to meet our client's needs.

Another recent enhancement CI has made is with obtaining NYS DMV records. Although not yet instantaneous, the turnaround time for inquiry results has been reduced from an average of 24 hours to an average of 3 hours.

The support of our clients allows us to continuously improve the products and services CI offers. For this, we thank each and every one of our clients—our Proactive Truth Partners.

This publication is designed to provide accurate and authoritative information with respect to the subject matters covered. It is distributed with the understanding that CI is not engaged in rendering accounting or legal services.

CI'S GOALS

Provide thorough, timely and accurate private investigative services.

Maintain a high standard of quality and client service.

Promote solutions through relationships and dedication.

Diversify services offered by industry and location of clients.

Grow through continued reinvestment in the company.

COMMERCIAL INVESTIGATIONS LLC

A Full Service Licensed Private Investigative Agency

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Services provided include:

BACKGROUND INVESTIGATIONS

CI provides accurate, timely, cost effective and fully compliant reports delivered with exceptional client service.

CONSULTING SERVICES

CI assists you in implementing a compliant background investigation process as well as providing assistance in implementing in-house procedures.

SURVEILLANCE SERVICES

CI offers high quality surveillance reports and supporting documentation derived through the use of the latest available technology.

PROCESS SERVING

CI delivers timely, cost effective, compliant and fully documented process serving that is delivered with exceptional client service.

MYSTERY CUSTOMER

CI provides detailed reports documenting your operations or that of your competitors.

COMPETITIVE INTELLIGENCE

CI assists you in gaining a competitive edge with discrete, thorough and valuable intelligence.

CI MISSION STATEMENT

Dedicated to providing innovative Private Investigative solutions to its clients and working with them to develop tailored services that meet their needs.