

The Performance Challenge. Nothing Less Than 100% Is Acceptable.

MAOs are under increased scrutiny. CMS has made it increasingly clear – they are watching – closely. The risks of not performing according to federal and state rules and regulations are great. Consequences are far-reaching and serious with sanctions ranging from corrective actions to suspension of marketing and enrollment or worse.

For MAOs, the performance challenge is significant. Standards and best practices constantly evolve; new requirements are introduced frequently. It's absolutely mission critical for plan leadership to have an accurate, reliable picture of where the plan stands with regard to operational compliance.

Reden & Anders consultants can provide the reliable intelligence you need to determine if your organization is performing at 100%. And, if it is not, we can provide you with the practical, results-proven solutions you need to 100% compliance.

Business Process Improvement

- **Plan Review:** 2-day overview of operational processes, staffing, training, structure and cross dependencies between units (PBM, TPA, Marketing, etc); includes analysis of organizational structure, internal responsibilities, and lines of communication.
- **GAP Assessment:** Is your organization at risk? A reality check which includes a comprehensive, 5-7 day review of all MA and/or PDP operations Extensive review of policies, procedures, business processes, dependencies, systems, compliance program, personnel, CAP review and more. Identify shortfalls; facilitate and/or implement plan to deal with deficiencies and areas needing operational improvements.
- **Compliance Plan:** Comprehensive examination of compliance environment including development and implementation of a strong, comprehensive Compliance Plan. Includes defining and establishing Compliance committee; review, revision and development of: policies, procedures and processes; monitoring and internal auditing programs; reporting and response procedures and mechanisms; staff and delegated entity education and training programs; and integration of the Compliance Plan into core business operations.
- **Training:** Specific training modules for all staff, targeted to areas of responsibility for specific areas such as sales, scored certification and recertification exams.

Audits

- **Mock CMS Audit, C&D:** 3 to 5 day on-site review of MA and PDP operations, using CMS Audit tools that focus on required policies, procedures and compliance-related activities. Full up-to-date CMS audit including full audit report.
- **Audit Preparation:** You've received notification of an upcoming CMS audit, now what? R&A can help your team prepare audit documents, provide staff education and training, conduct mock interviews, and provide tips for a successful audit.
- **Focused Audit:** In addition to a complete Mock Audit, R&A also conducts targeted mock audits and/or analysis of key areas.
 - PDE
 - CAP response
 - HCC/diagnosis audit (includes medical record review)
 - Enrollment
 - Grievance and Appeals
 - Marketing and Sales
 - Financial
 - Bid
- **PDE Audit:** Analysis of PDE compared to claims. Identification of discrepancies by type and category; Calculate number and composition of rejected PDEs; Determine approximate financial impact; and establish a Work Plan.

