

HCSC | *Government Programs*

Star Wars: Avoiding the Dark Side — One Plan's Approach to Legislative/Regulatory Change Management

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A long time ago, in a galaxy far, far away, a business journey that took the road to far off places like Medicare Operations, Pharmacy Operations, Health Care Management, Quality, Risk Management and Compliance...

"Fear is the Path to the Dark Side"

- "Star Wars" quotes that are applicable to general Program Compliance, Audit Readiness, and our journey to Regulatory/Legislative Change Management
- Yoda (The Phantom Menace): "Fear is the path to the dark side."
- Qui-Gon Jinn (The Phantom Menace): Remember: Your focus determines your reality.
- Shmi Skywalker (The Phantom Menace): You can't stop change any more than you can stop the suns from setting.
- Yoda (The Empire Strikes Back): "Do. Or do not. There is no try."
- Yoda (The Empire Strikes Back): "Judge me by my size, do you?"

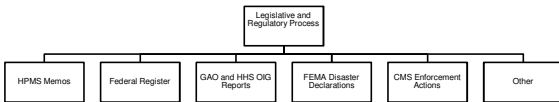
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Overview

- Learn about the GPD Legislative/Regulatory Change Management
- "Live" demonstration of the GPD HPMS Memo SharePoint site and available resources
- Lessons Learned!
- Questions

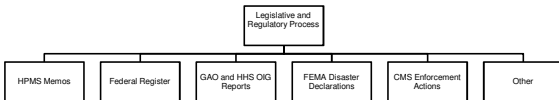
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Learn about the GPD Legislative/Regulatory Change Management Process



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Learn about the GPD Legislative/Regulatory Change Management Process – HPMS Memos



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Learn about the GPD Legislative/Regulatory Change Management Process– HPMS Memos

- "HPMS Memos" are guidance issued by the Centers for Medicare and Medicaid Services (CMS)
 - HPMS Memos are just one vehicle the agency uses to communicate with health plans
- Issued by the Health Plan Management System (HPMS)
- Guidance on a wide variety of topics and comes in a variety of forms
 - Guidance on the program in its entirety (e.g. Final Call Letter, Technical Specifications and Program Updates)
 - Detailed guidance for very specific parts of the program (e.g. guidance for the Medicare-Medicaid Plans (MMPs), changes to billing, marketing templates)
 - Software updates
 - Training announcements
- ACTION: High priority, individuals receive action items and must provide documentation.

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Learn about the GPD Legislative/Regulatory Change Management Process – HPMS Memos

- In 2015, CMS issued 518 memos to plans from HPMS
- In 2016, CMS issued 530 memos to plans from HPMS *(as of 12/22/16)

	2014	2015	2016
January	47	44	30
February	33	54	35
March	41	37	40
April	46	40	51
May	45	34	49
June	27	43	62
July	33	49	50
August	46	60	78
September	31	36	37
October	41	40	38
November	28	35	34
December	37	46	26*
Total Memos	455	518	530

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Learn about the GPD Legislative/Regulatory Change Management Process – HPMS Memos

- 1 • HPMS Memo released
• HPMS Memo is reviewed by the Legislative/Regulatory Change Management Group, and uploaded into SharePoint. Daily distribution alerts business owners to new memos.
- 2 • HPMS Memo is read/analyzed by Legislative/Regulatory Change Management Group to help identify areas of action, concern, applicable CMS program deadlines etc.
- 3 • Each HPMS memo is assigned a business owner (or owners), for review/implementation
• These memos are then assigned as an "Action Item" in SharePoint and distributed to the business owner
- 4 • Business owner enters implementation updates/documentation into the Action Item associated with that memo in SharePoint
• Team reviews memo and supporting documentation to "close" the item
- 5 • Future state - team will audit the implementation/documentation for the HPMS Memo Workspace**

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Learn about the GPD Legislative/Regulatory Change Management Process – HPMS Memos

- Type of information the business owners provide to document implementation:
 - This was general information pertaining to the program, is a regularly occurring meeting or data submission, or requires no operational changes/reasons for that assessment
 - A new process for their group, which may require an update to an existing policy and procedure(s), or the creation of a new policy and procedure(s)
 - A process change or information that requires HCSC to alert a vendor/FDR Any dates of implementation for the above changes/names of the policies and procedures that were updated
 - Any additional information that will be helpful for an audit or review at a later date to ensure we did thoroughly review the memo and implemented all of the necessary elements.

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Learn about the GPD Legislative/Regulatory Change Management Process – HPMS Memos

- Timelines for closure of HPMS memos
 - General program information that are not actionable to the business lines – 2 weeks maximum allotted for review/closure
 - Actionable items (i.e. require updates to P&Ps, working with vendors for implementation, reporting changes) – 3 weeks maximum allotted for review/closure OR as determined by the workgroup, but needs weekly progress updates
 - **Deadlines posted by CMS will ALWAYS reign supreme over the above timelines**

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Learn about the GPD Legislative/Regulatory Change Management Process – Federal Register



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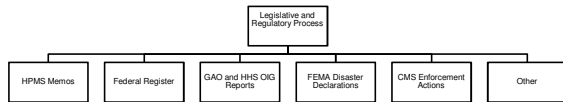
Learn about the GPD Legislative/Regulatory Change Management Process – Federal Register

- The Federal Register is the daily journal of the US Government. Their mission is to inform citizens of their rights and obligations, documents the actions of Federal agencies, and provides a forum for public participation in the democratic process.
- Information published by the Federal Register
 - Proposed new rules and regulations
 - Final rules
 - Changes to existing rules
 - Notices of meetings and adjudicatory proceedings
 - Presidential documents, including Executive Orders, proclamations and administrative orders
- ACTION: We review items, and may assign individuals to actionable items based on workgroup project plan

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Learn about the GPD Legislative/Regulatory Oversight Process – GAO and HHS OIG Reports



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Learn about the GPD Legislative/Regulatory Change Management Process – GAO and HHS OIG Reports

- The U.S. Government Accountability Office (GAO) is an independent, nonpartisan agency that works for Congress. Often called the "congressional watchdog," GAO investigates how the federal government spends taxpayer dollars.
- **Their Mission** is to support the Congress in meeting its constitutional responsibilities and to help improve the performance and ensure the accountability of the federal government for the benefit of the American people. They provide Congress with timely information that is objective, fact-based, nonpartisan, nonideological, fair, and balanced.
- **Their Core Values** of accountability, integrity, and reliability are reflected in all of the work they do. GAO operates under strict professional standards of review and referencing; all facts and analyses in their work are thoroughly checked for accuracy.
- **Their Work** is done at the request of congressional committees or subcommittees or is mandated by public laws or committee reports. GAO may also undertake research under the authority of the Comptroller General.

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Slide 16

ST1 Updated this from the 2015 date to the 2016 semi annual rpt
Sharon Tinsley, 12/23/2016

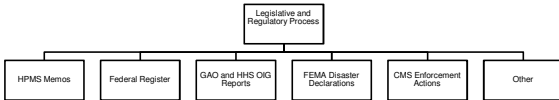
Learn about the GPD Legislative/Regulatory Change Management Process – FEMA Disaster Declarations

- ACTION: In the event of an emergency / disaster declaration, the following processes are implemented (continued:)
- **Medicare Part D**
- - A Dynamic Prior Authorization (DPA) can be created to allow override of all Refill Too Soon DUR edits in a particular State or Territory.
- - Note: Audits are completed after the disaster declaration expires to ensure no inappropriate use of the DPA.
- - Mail order packages are placed on a specific zip code based hold while alternate delivery addresses are confirmed with members.
- - Enrollees are allowed access to drugs dispensed at out of network pharmacies, with benefits paid at in-network levels.
- - Enrollees are allowed to obtain the maximum extended day supply, if requested and available at time of refill.
- - CSRs will be provided with scripting and training on how to address member questions specific to a declaration.

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Learn about the GPD Legislative/Regulatory Oversight Process – CMS Enforcement Actions



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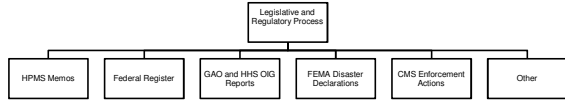
Learn about the GPD Legislative/Regulatory Change Management Process – CMS Enforcement Actions

- CMS has the authority to take enforcement or contract actions when CMS determines that a Medicare Plan Sponsor either:
 - substantially fails to comply with program and/or contract requirements,
 - is carrying out its contract with CMS in a manner that is inconsistent with the efficient and effective administration of the Medicare Part C and Part D program requirements, or
 - no longer substantially meets the applicable conditions of the Medicare Part C and D program.
- Enforcement and contract actions include:
 - Civil money penalties (CMP)
 - Intermediate sanctions (i.e., suspension of marketing, enrollment, payment), and
 - Terminations.
- ACTION: Workgroup review and discussion

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Learn about the GPD Legislative/Regulatory Change Management Process – Other



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Learn about the GPD Legislative/Regulatory Change Management Process – Other

- CMS press releases
- Other CMS priorities – i.e. opportunities to test new systems with CMS (EHR)
- Monitoring for topics of interest to business areas:
 - Quality initiatives
 - ICD-10
 - ACOs
 - ACA rules/guidance
- HHS Press releases
- Trade Association information
- Available trainings
- ACTION: Workgroup review and discussion

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Key Business Take-Aways: Understand the importance of this process and how it relates to your business area

- Some memos may only fall under the purview of one business area within GPD
- Others may touch multiple business lines
 - Marketing memos
 - Bid Submissions
 - Software Updates
 - Chapter updates
 - Readiness checklist
 - Reporting requirements/Technical Specifications
- Other meetings
 - Standing meeting with Legal, Enterprise Medicaid, Medicare/Medicaid Program, and Oversight
 - HHS-OIG/GAO Reports, Federal Register, CMS Manual System, CMCS Reports

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"Live" demonstration of the GPD HPMS Memo SharePoint site and available resources

- HPMS Memo "Library"
- Action Items demo
- "Hot Topics"
- Other workgroup documentation

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"Live" demonstration of the GPD HPMS Memo SharePoint site and available resources

Welcome to the Health Plan Management System (HPMS) Memo Workgroup home page. Here you will find all the links needed to access information about HPMS Memo and legislative/regulatory updates. This information includes a library of HPMS Memo releases issued by the Center for Medicare and Medicaid Services, reports and other releases from the Department of Health and Human Services, Office of Inspector General (OIG), CMS, as well as the Government Accountability Office (GAO), and items from the Federal Register. In addition to other regulatory and legislative updates, this site also houses meeting agendas, minutes and other workgroup documentation.

Quick Links: HPMS Memo, Action Items, Logging Tools, External Links, News Center, Action Documents, Document Manager

Top Content: HPMS Memo Title, HPMS Memo Index, Date of Memo/Release

Our Events: Calendar for December 2016

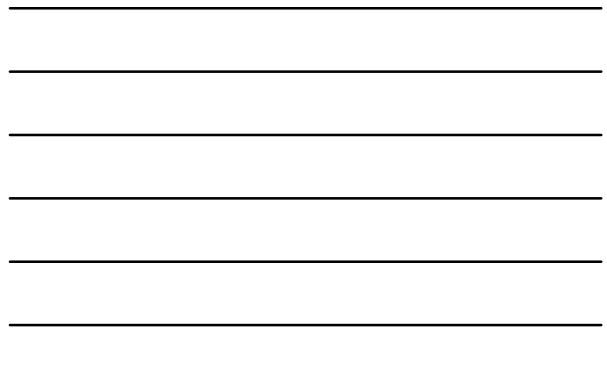
Top Links: HPMS - Regulations and Guidance, CMS Look & Inform Training, CMS Message, CMS Part C and Part D Compliance and Audit - Overview, Federal Register, U.S. Government Accountability Office

Have Questions? Email us your question and we'll get back to you as soon as possible. Michelle Morgan | michelle.morgan@cms.gov

Type	HPMS Memo Title	HPMS Memo Index	Date of Memo/Release
5122	CORRECTED: IMBEX LINK - CY 2016 QP Annual Update Training Reminder	5122	10/13/2016
5121	CY 2016 QP Annual Update Training Reminder	5121	10/12/2016
5120	Special Open-Door Hours: Part D Appeals Process	5120	10/12/2016
5119	Request for Part D Coverage Gap Discount Program Updated Title Contact Information	5119	10/10/2016
5118	Medicare Out-of-Pocket Observation Notice (MOON) (CMS-1301-1)	5118	10/10/2016
5117	Physician Quality Reporting System 2015 Payment File and 2014-HCC Eligibility File	5117	10/10/2016
5116	Physician Quality Reporting System 2015 Payment Adjustment File	5116	10/10/2016
5115	Electronic Prescribing Incentive Program 2014 Payment Adjustment File	5115	10/10/2016
5114	FY 2016 Part D Performance Results Available in HPMS	5114	10/10/2016
5113	PRCE Update	5113	10/09/2016
5112	2017 Draft PRCE Audit Protocols - 30-day Comment Period	5112	10/09/2016
5111	November 26, 2016 Industry-wide Appeals Timeliness Monitoring Memo	5111	10/02/2016
5110	Long-Term Institutional Resident Report	5110	10/02/2016
5109	Early Preventive - CY 2016 Medicare Advantage: Rulebook Growth Rules	5109	10/02/2016
5108	RESEND - Medicare Advantage/Prescription Drug System (MARS) December 2016 Payment - INFORMATION	5108	10/02/2016
5107	Industry-wide Appeals Timeliness Monitoring	5107	10/02/2016
5106	Contract Year 2016 Quality Improvement Project - Annual Update Training Information	5106	10/02/2016
5105	Personnel Changes in the Center for Medicare	5105	10/02/2016
5104	Correction - August 8, 2016 Guidance Re: Noncommunication Communication Requirements and Grievance Procedures	5104	10/02/2016
5103	Network Exceptions	5103	10/02/2016
5102	IMP and IMP-GR-Cycle-HCC Revision Submissions Training	5102	10/02/2016
5101	Medicare Advantage/Prescription Drug System (MARS) December 2016 Payment - INFORMATION	5101	10/02/2016
5100	Coverage Gap Discount Program: December Participating Labeler Code Update	5100	10/02/2016
5099	Implementation of Medicare Out-of-Pocket Inflation Program Expanded Model	5099	10/02/2016
5098	Blau's HPMS - CY 2016 Model of Care Requirements	5098	10/02/2016
5097	Release of the 2014 Part C and Part D Annual Reports, Public Use File (PUF) Technical Specifications, PUF Files for the Part C and Part D Reporting Requirements	5097	10/02/2016
5096	CORRECTED LINK - Notice of the 30-day comment period for the Information Collection Request (ICR) for the Part C and Part D Data Validation for 2017-2018	5096	10/02/2016

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“Live” demonstration of the GPD HPMS Memo SharePoint site and available resources - **DEMO DATA ONLY**

Due Date	Index #	Memo/Action Item Owner	Status
2/15/2017	5098	Illinois MMPI, CY 2018 Model of Care Requirements - Medical Operations - Quality	●
3/7/2017	4948	Revised CY 2018 Medicare Medicaid Plan Core Reporting Requirements - Quality	●
2016 CMS Due Dates - OUTSTANDING & REQUIRES ACTION/DOCUMENTATION			
12/2/2016	5092	Notice of the 30-day comment period for the Information Collection Request (ICR) for the Part C and Part D Data Validation for 2017-2018	●

Data for Demonstration purposes only

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Lessons Learned.....

- Change management takes time – culture change takes even longer
- There will ALWAYS be competing business priorities
- Training is key
- Push back comes with the territory
- Do not try to upload documentation into SharePoint systems late at night when tired
- Online tools can definitely be a helpful friend
- Leadership support is incredibly important
- Smile – though your heart is breaking
- **Give credit where credit is due – thanks to Sharon Tinsley for her hard work moving our project forward.**

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And do not forget.....

- **May the force be with you!!!**
- Contact information:
 - Michaela Monaghan, Director – Program Oversight, Government Programs
 - Michaela_Monaghan@bcbsil.com
 - 312-653-5568

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