

The slide header features a background of a cloudy sky. In the top left corner is the UL logo. Below it, on the left, is the Medicare Compliance Solutions logo, which includes a checkmark icon. In the center, a semi-transparent grey box contains the title text. At the bottom left, the date 01/29/2019 is displayed, and at the bottom right, the website ulpurelearning.com is listed.

UL

Medicare Compliance Solutions

Are You Just Checking the Box or Creating Effective Compliance Training?

01/29/2019

ulpurelearning.com

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The slide content is centered on a white background. It features a title with a horizontal line above it, followed by a bulleted list of three items. A small number '2' is located in the bottom right corner of the slide frame.

Are You Just Checking the Box Or Creating Effective Compliance Training?

- Why it matters?
- What it takes?
- How can you do it?

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Why it Matters

- What is it costing you?
- What CMS expects?
- How is training tied to your members?

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CMS Expectations

Chapter 21 - Rev. 110, 01-11-13
(Chapter 9 - Rev. 16, 01-11-13)

Effectiveness of Training and Education

Effectiveness of training, education, compliance policies and procedures, and Standards of Conduct will be apparent through sponsor's compliance with all Medicare program requirements. Sponsors must ensure that employees are aware of the Medicare requirements related to their job function.

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Medicare & Medicaid Training Requirements

- Staff training on enrollee rights includes these rights. Staff training includes discussion of enrollee rights
- The MMP staff understands enrollee protections, including the organization and coverage determination and appeals and grievance processes.
- The MMP's hiring or contracting process includes: d. New hire orientation and training.
- The MMP has a cultural competency and disability training plan to ensure that staff delivers culturally-competent services,
- The MMP's staff is trained on confidentiality guidelines and has received training to meet HIPAA compliance obligations.
- MMP trains its enrollee services telephone line staff and pharmacy customer service line personnel on the enumerated topics.

<https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/California.html>

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What Does it Take?

- Thinking Differently
- Beginning with Results
- Tracking Data

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How Can You Do It?

Right person

- Proper Assignment

Right training

- Microlearning with Practice and Boosters

Right time

- Performance support

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Appeals & Grievances Microlearning

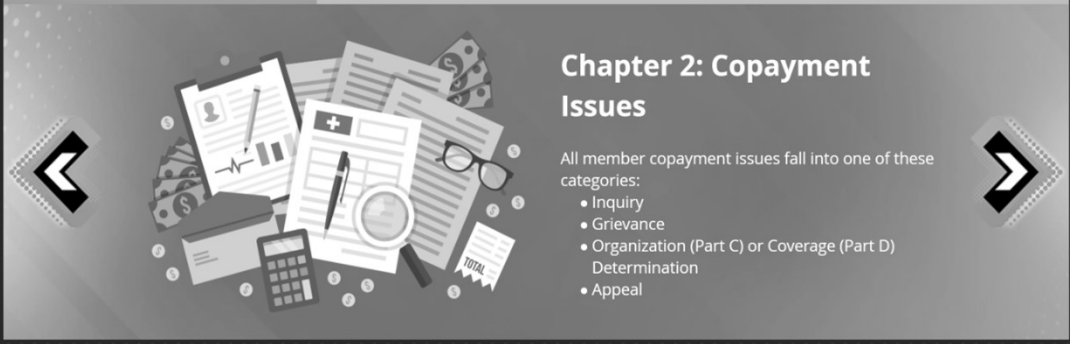


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Appeals & Grievances Microlearning

Chapter 2: Copayment Issues Appeals and Grievances: Classification of Copayment Issues (Micro) 5 / 17



Chapter 2: Copayment Issues

All member copayment issues fall into one of these categories:

- Inquiry
- Grievance
- Organization (Part C) or Coverage (Part D) Determination
- Appeal

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Appeals & Grievances Microlearning

Chapter 2: Copayment Issues Appeals and Grievances: Classification of Copayment Issues (Micro) 13 / 17

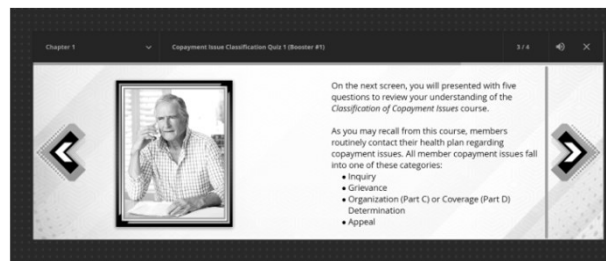
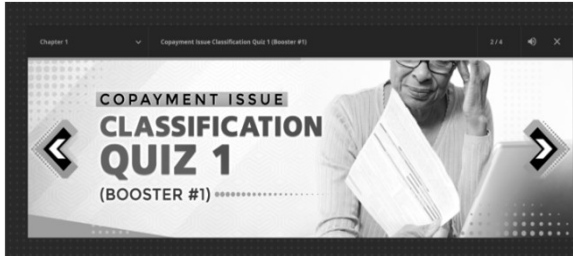


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Appeals & Grievances Microlearning



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Next Steps

1. Think about your training in context with today's session.
2. What three actions can you take toward more effective training?
3. Can you do it alone or do you need help?

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