

The Importance of Automating Your Monitoring and Auditing

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Agenda

- 1. Surveys**
- 2. Industry Experience**
- 3. Partnering with Operations**
- 4. Governance Risk and Compliance (GRC) solution**
- 5. Beacon Healthcare Systems**
- 6. Questions**

Surveys!

What is your role?

- Compliance
- Legal Couns
- Internal Audi
- Vendor/Con
- Other



Are you involved in monitoring activities?

- Yes
- No
- Maybe?

Surveys!

Across your organization, are the monitoring processes well defined and coordinated?

- Not at all
- Somewhat
- Absolutely!
- I have no idea



Industry Experience

In our experience, we have found that many employees often have unexpressed anxiety and fear about the auditing and monitoring process and what issues of non-compliance may be uncovered.

A key challenge of Compliance Professionals is how to determine what to monitor or audit and how to get the resources to do it all. Another concern is what to do with the findings and how to implement change.



Partnering with Operations

For an effective and ongoing Internal Monitoring Program, the Compliance Teams must:

- Organize the approach
- Identify the internal controls and potential risk areas for monitoring
- Set clear and reasonable expectations for the operational teams involved.
- Explain how to capture, document and report non-compliance.
- Identify the path to corrective actions.

GRC Solution as a CMS Best Practice

A GRC solution assist sponsors in implementing an effective compliance program:

1. Automating Processes (reduce human errors)
2. Data Management (know where it is and how used)
3. Review, Analyze and Update (current state & correction plan)
4. Improve CMS Audit experience and results

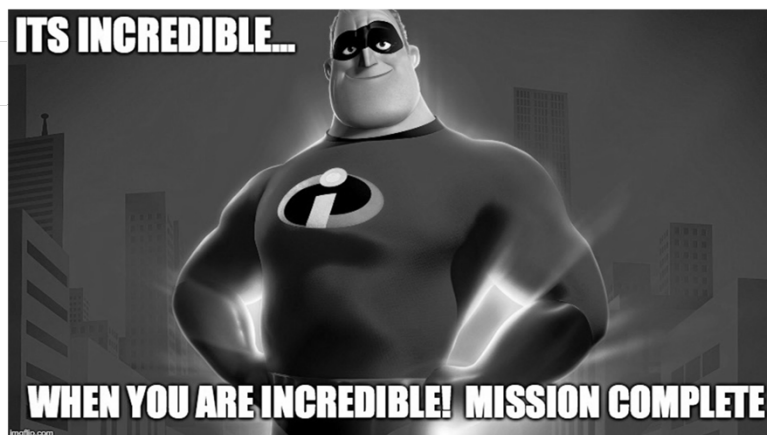


Beacon Healthcare System

1. Use your organizations real time data (no surprises)
2. Identify HealthPlan accountable resources
3. Implements an organizational process for oversight (compliance and operations)
4. Daily status of your organizations current state (Audit Ready)
5. Manages exceptions and corrective actions

Beacon Solution To Industry Trends/Challenges

1. Use CMS File Layout format
2. Appeals & Grievance data review for appropriate classification
3. Compare Appeals & Grievance data to call logs to identify any missing cases
4. Generate effective letters from a single click using your stored data
5. Systematically track due dates and task to meet timeliness requirements
6. Support CMS regulations in ensuring compliance around proper workflows, timeframes and processes for clinical decision making.



ANY QUESTIONS?

Contact Information



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