

Compliance Effectiveness through Channels of Communication and Investigations

Health Care Compliance Association
Managed Care Compliance Conference

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Health Partners Plans*

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- Not-for-profit, hospital owned, health maintenance organization
 - Aria Health, Einstein Medical Center, Temple University Hospital
- Serving more than 280,000 members in Southeastern Pennsylvania
 - Bucks, Chester, Delaware, Lancaster, Lehigh, Montgomery, Northampton, and Philadelphia counties
- Medicaid, Medicare and Children's Health Insurance Program (CHIP) lines of business
 - 2019: 2 Medicare plans: DSNP, 'Prime' MA-PD
 - 2020: 3 Medicare plans: DSNP, 'Prime' MA-PD, and 'Simple' MA-PD
- Health Partners Foundation supports low-income communities in Philadelphia and surrounding counties with educational programs, scholarships, emergency assistance and more!

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Communication Procedures

1/1/14: Medicare Go-Live!

3/16/16: Program Audit Notice



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If you build it,...



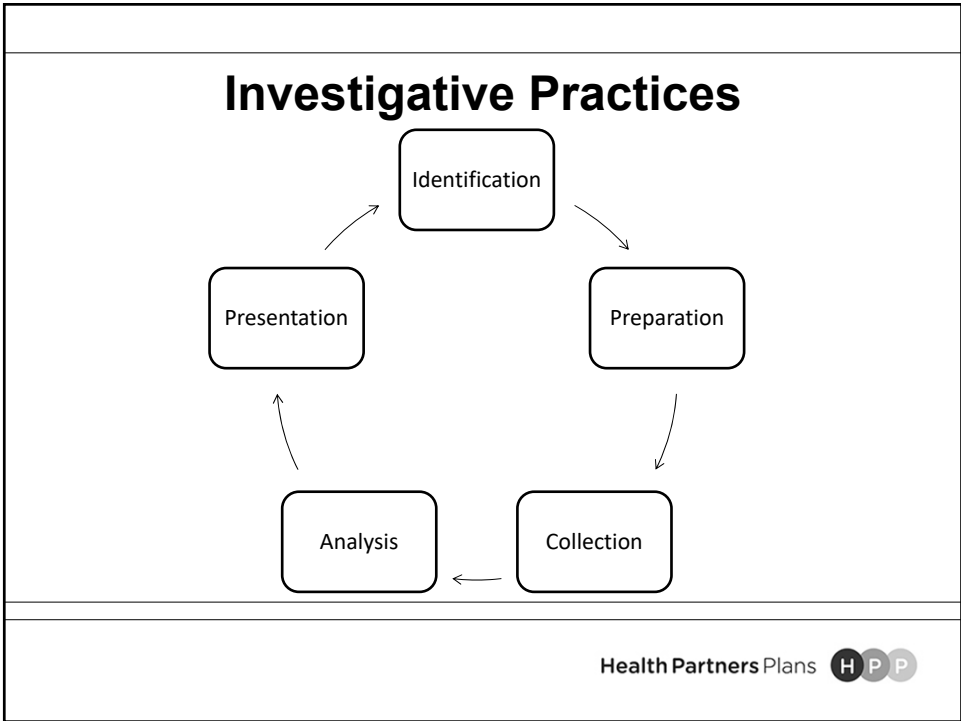
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Communication Procedures


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Quantifying Communication



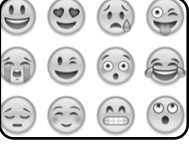
Source

- Walk-In
- Email
- Hotline




Category

- Clarification
- Inquiry
- Incident



Status


- In Progress
- Closed
- CMS Reported

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Quantifying Communication

Medicare Compliance Program - Issues Log (YTD)							
Triage Category			Source		Status		
Clarification	Incident	Inquiry/General Question	MCDManagement@ Email	Assigned to MCD by CTC Triage (CTC Triage: , GRC, SIU, Privacy/Security)	In Progress	Closed	Reported to CMS
50	14	9					
Examples: <u>Clarification:</u> Confirmation of CMS deadlines, or day-to-day questions <u>Incident:</u> Suspected/confirmed operational non-compliance, systemic issues, or member concerns <u>Inquiry:</u> Request for regulatory research, or implementation of HPMS memos			67	6	9	64	0

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Case Studies

#1: SNP-MOC

#2: Welcome Kits

#3: Provider Compliance

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Contact

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