

## Informal Operation Reviews

CMS started requiring Regional Offices to conduct informal operational reviews of their health plans. Plans will receive a notice of the review that includes universe pulls, virtual reviews via webinar, and onsite visits. What's your confidence level? Are you prepared to respond with data, and can you be webinar-ready within a week's notice from CMS?

- CODY<sup>®</sup> has performed numerous universe and data reviews for both Program Audits and Part C & Part D reporting. While there is no published data element yet, we provide guidance on universe preparation based on our years of experience.
- CODY<sup>®</sup> helps with the development and implementation support of universe design. We perform systems reviews to help design universes and ensure the correct data from your system(s) goes into the universe. We also help map data from your GUI to the backend tables and then to the universes.
- Our compliance SMEs have conducted compliance risk assessments for health plans large and small. We'll work closely with your compliance department and take a deep dive into your policies and procedures to determine:
  - How information is controlled, communicated, and tracked
  - How errors are found
  - How root cause analysis is done
  - How corrective actions are carried out
  - How staff are trained
- CODY's SMEs can perform a detailed independent assessment of your readiness, risks, and gaps and conduct a mock review. An item-by-item review will be provided including results, opportunities, and areas of risk.
- Our decades of review experience include the following areas:
  - Call Center
  - Enrollments
  - Disenrollments
  - Broker Sales
  - Online Enrollment Verification
  - Mail Room

Since 2006, CODY<sup>®</sup> has bridged the knowledge gap between health plans serving the Medicare market and the government agencies where they contract. We understand the complexity of working with government healthcare programs. Our team has led the industry for decades—and we have the tools and resources to serve you.