

# MADENA

BRIDGING HEALTHCARE OPERATIONS

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CMS holds Plans accountable for the performance and compliance of their delegated First Tier, Downstream and Related entities (FDR). CMS requires health plans to develop a strategy to monitor and audit their FDRs to ensure that they are in compliance with all applicable laws and regulations.

Madena's SMEs can perform a detailed assessment of your overall FDR program, including contracting & pre-delegation site visits, annual risk assessment, annual delegation auditing, monitoring, attestations, and corrective action plan development and management. We will provide an item-by-item review with results, opportunities and areas of risk.

- Madena can help you develop and review your policies and procedures for:
  - FDR identification and set-up
  - FDR auditing and monitoring
  - Coordinate FWA with FDRs
  - OIG/GSA reviews
  - Risk assessments & monitoring
  - Training and attestations
  - Oversight committee activities
  - Corrective action monitoring
  
- Madena provides Plan solutions for monitoring, auditing and oversight of FDRs:
  - Evaluating FDR data for reporting
  - Design and implementation of delegate reporting protocols, metrics and SLAs
  - Creation of dashboards and key performance metrics
  - Design of delegate audit tools and training of Plan staff in auditing of Medicare Delegates
  
- Madena provides a wide range of FDR auditing services. We can work with your team on a single audit, advise on best practices, and ensure compliance requirements are reviewed. Or, you can delegate all your FDR audits to Madena. Our full-service FDR audits include a detailed audit guide, audit reports, CAP generation, and remediation.
  
- Madena has conducted FDR audits in areas such as:
  - Enrollment Operations
  - Claims Operations
  - Credentialing
  - UM and Organization Determinations
  - Model of Care and HRA Administration
  - Pharmacy Benefit Managers (PBMs)
  - Field Marketing Organizations (FMOs) and Sales Agents
  - Fulfillment Operations
  - Dental and Vision Sub-Contractors

Since 2012, Madena has bridged the knowledge gap between health plans serving the Medicare market and the government agencies they contract with. We understand the complexity of working with government healthcare programs. Our team has been leading and advising in the industry for decades—and we've got the tools and resources to serve you.