

# MADENA

BRIDGING HEALTHCARE OPERATIONS

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CMS has started requiring Regional Offices to conduct informal operational reviews of their health plans. Plan will receive a notice of the review, that includes universe pulls, virtual reviews via webinar and onsite visits. processing and other departments have been included in these reviews. What is your confidence to respond with data and be webinar ready within a week's notice from CMS?

- Madena has performed numerous universe and data reviews for both Program Audits and Part C & D reporting and while there is no as-of-yet published data element based on our years of experience we are able to provide guidance on universe preparation.
- Madena will help you with development and implementation support of universe design - we perform systems review to help design universes, making sure you to get the right data out of your system(s) and into the universe. We can help map your data from your GUI to the backend tables and then to the universes.
- Madena has compliance SMEs to that have conducted compliance risk assessments for health plans large and small. Madena will work with your compliance department and take a deep dive into your policies and procedures to see:
  - How Information is controlled, communicated & tracked
  - How errors are found
  - How root cause analysis is done
  - How corrective actions are carried out
  - How staff are trained
- Madena's SMEs can perform a detailed independent assessment of your readiness, risks and gaps, and even a mock review. We will provide an item-by-item review with results, opportunities and areas of risk.
- Areas that have been included in the past and that Madena has decades of experience reviewing include:
  - Call Center
  - Enrollments
  - Disenrollments
  - Broker Sales
  - On-line Enrollment Verification
  - Mail Room

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.