Medicare and CMS Compliance Training Solutions

FOR HEALTH CARE PROVIDERS

Web-Based Compliance Training Solution Focused on:

- *Medicare Advantage and HIPAA*

- *Medicare Part D*

- *Audit-Ready Recordkeeping*

Addressing Your Compliance Training Needs for Employees and Nonemployees

Health Care companies face several business performance and compliance challenges: tight budgets, shrinking reimbursement rates, the need to assure member satisfaction and escalating regulatory requirements, to name a few.

The performance challenge rests on the ability of employees — whether supervisors and managers, or new hires and reassigned workers — to receive, understand and apply the information necessary to perform their jobs.

The compliance challenge requires an organization to change behavior by providing training relevant to the job performed — and then tracking, documenting, evaluating and reporting on all learning activities. The alternative — noncompliance — is costly in fines, penalties, public opinion and patient confidence.

Web-Based Compliance Training for Health Care Providers

UL EduNeering offers Learning Management Systems (LMSs) and courses that meet the needs of Health Care organizations seeking to improve business performance and reduce risk.

Our engaging courses and web-based platform drive employee comprehension, track and document training activities, improve job performance and assure compliance.

When the Centers for Medicare and Medicaid Services (CMS) performs a Medicare Advantage (MA) audit of a Medicare Health Plan, findings related to training are often found.

ComplianceWire® is used by more than 40 health plans to demonstrate a commitment to training and compliance. And our platform can be used to answer CMS's questions during an audit.
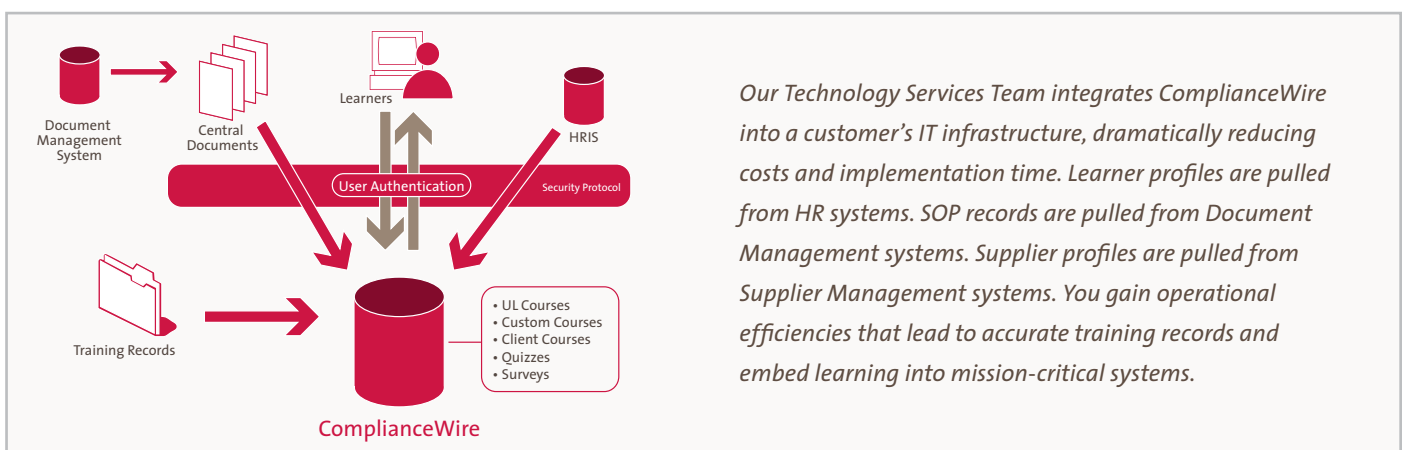
Why Companies Partner with UL

Exceeding the Minimum Requirements For Training and Qualifications

ComplianceWire is used by more than 200 companies in Pharmaceutical, Medical Device, Health Care, Energy and other industries to meet the compliance challenges associated with regulatory training.

Our platform helps organizations manage the distribution and recordkeeping of critical learning information, providing the ability to:

- **Capture multiple training types** and organize them into well-defined curricula, including control documents, computer-based training, on-the-job training, assessments, stand-alone exams, podcasts and more.

- **Manage the training of employees and nonemployees** on a single platform segmented by security permissions so that you can deliver training to sales brokers and agents using one centralized system.

- **Reduce the burden on your IT staff,** as the cloud-computing model reduces the time and resources needed to install and maintain the software.

- **Improve your learner's experience,** as the cloud model enables learners to take courses as well as review and sign-off on documents anytime and from any location using the internet.

- **Customize system administrative rights** that align with your security goals so that department trainers, managers and other personnel can receive security privileges within the system.

- **Automate SOP training** by linking assignments directly to your own internal documents, such as SOPs and other critical policies, and track versions automatically (by integrating with document management systems).

- **Ensure targeted training assignments** by dividing employees into learner groups based on job role or function.

- **Give learners visibility** into their progress by enabling employees to review their training history and view other learning plans via an online catalog.

- **Document all learning and compliance activities** in audit-ready format, with easy access to designated personnel for program supervision and examination by inspectors.

- **Generate reports during audits** and customize audit reports that retrieve critical content stored on our platform.

Our Technology Services Team integrates ComplianceWire into a customer's IT infrastructure, dramatically reducing costs and implementation time. Learner profiles are pulled from HR systems. SOP records are pulled from Document Management systems. Supplier profiles are pulled from Supplier Management systems. You gain operational efficiencies that lead to accurate training records and embed learning into mission-critical systems.

Medicare and Medicare Part D Course Libraries

Gain Deeper Insight into CMS Expectations

UL's General Compliance Solution curriculum enables you to meet federal requirements for Health Care organizations. And supports the need for a consistent corporate message, dependable employee performance and adherence to company policies and procedures.

- **Medicare Advantage Library** enables Medicare Advantage Organizations (MAOs) to meet regulatory and corporate policy requirements and goals.

- **Medicare Part D Library** enables compliance with requirements of the CMS and the US Department of Health and Human Services (DHHS) Office of the Inspector General, and assures that your employees perform their department-specific functions successfully.

- **HIPAA Library** enables compliance with requirements of the federal Health Insurance Portability and Accountability Act (HIPAA) of 1996.

- **Ethics and Corporate Responsiblity Library** enables compliance with requirements of the US Sentencing Guidelines and other best practices for corporate conduct, as well as the ethical guidelines of your organization.

Provide your health care staff with courses that cover fraud, waste and abuse, HIPAA and conflicts of interest.

Automate Policy Training Management

Policies often serve as the backbone of consistent Center for Medicare and Medicaid Services (CMS) compliance. UL enables you to build an effective policy management program, assuring that all responsible employees and external parties receive, comprehend and apply the information needed to comply with CMS and other critical information and documents.

Our Critical Information Control System© (CICS) tool enables Medical Device companies to manage the distribution of any electronic material with documented electronic receipt to employees, vendors and suppliers. With CICS, you can perform the following training related to control documents:

- **Assign** critical information to employees and suppliers.

- **Deliver** the electronic file directly to learners, with new versions of policies automatically reassigned.

- **Document** the assignment completion for easy retrieval.

- **Acknowledge receipt and understanding** by having learners electronically sign-off that they understand the material.

- **Manage reports and audits,** as standard and custom real-time reports are always available for distribution.

Create SOP Assessments

QuizCreator is the fast, convenient way to measure your learners' understanding of the control documents they've just read. Without any programming skills required, your trainers can create quick assessments that measure proficiency of the material, attached to each policy. The combination of CICS and QuizCreator provides assurance that policy training was effective, understood and completed with a level of competence for a learner to be qualified.

Additional Details on Key Course Libraries

Our Medicare Advantage Library

This 14-course curriculum fulfills regulatory requirements from the CMS and the DHHS Office of the Inspector General for Medicare Advantage Organization training, education and documentation. The breadth of this curriculum facilitates compliance with the regulations and provides in-depth training to assure that employees perform their department-specific functions successfully. This Library includes information on:

- MAO/PDP: Compliance Program Guidelines
- MAPD: Enrollment and Disenrollment
- MAPD: Risk Adjustment and Data Validation
- MAPD/PDP: Marketing
- Medicare Advantage: Administration and Management
- Medicare Advantage: Claims Processing
- Medicare Advantage: Grievances, Organization Determinations and Appeal
- Medicare Advantage: Membership Services
- Medicare Advantage: Overview of the Medicare Program
- Medicare Advantage: Plan Benefit and Bid Package
- Medicare Advantage: Provider Compliance (MA34)
- Medicare Advantage: Provider Network
- Medicare Advantage: Quality Management and Utilization Management
- Medicare Health Plan and PDP: Fraud, Waste and Abuse

Our HIPAA Library

This curriculum complies with all training requirements established by HIPAA and guidance from the DHHS Office of the Inspector General. The curriculum's three primary components are general training, specialized training for persons interested in greater detail, and training on an organization's policies and procedures. The range of courses includes:

- Business Practices to Protect Personal Health Information
- HIPAA: General Awareness
- HIPAA Privacy: Role Based Training I – Incidental PHI Contact
- HIPAA Privacy: Role Based Training II – Internal Uses of PHI
- HIPAA Privacy: Role Based Training III – Uses and Disclosures of PHI
- HIPAA Privacy: Role Based Training IV – Managers, Supervisors and Compliance Staff
- HIPAA: Privacy Standards
- Information Security

Our Course Authors

Our courses are reviewed by Al Walker and Monica DeRosa, who are partners with Pelorus Management Consultants, LLC (PMC). PMC provides subject matter experts for several of UL's Medicare, HIPAA and compliance courses.

They also work with many Medicare and Medicaid health plans on a range of issues, including start-up, expansion, training, CMS mock audits, corrective action plans, proposal responses and regulatory interaction. They are currently working with their customers to implement many of the health care reform tasks that need to be addressed during the next several years.

More information regarding PMC may be obtained from the PMC web site: www.pmcinfo.com, or by sending an e-mail to Albert@pmcinfo.com or calling 973-992-2626.

PMC consultants are prepared to help you meet CMS, state regulatory and health care reform requirements and deadlines. They have done so for more than 40 customers ranging from start-up health plans to national firms with millions of members.