

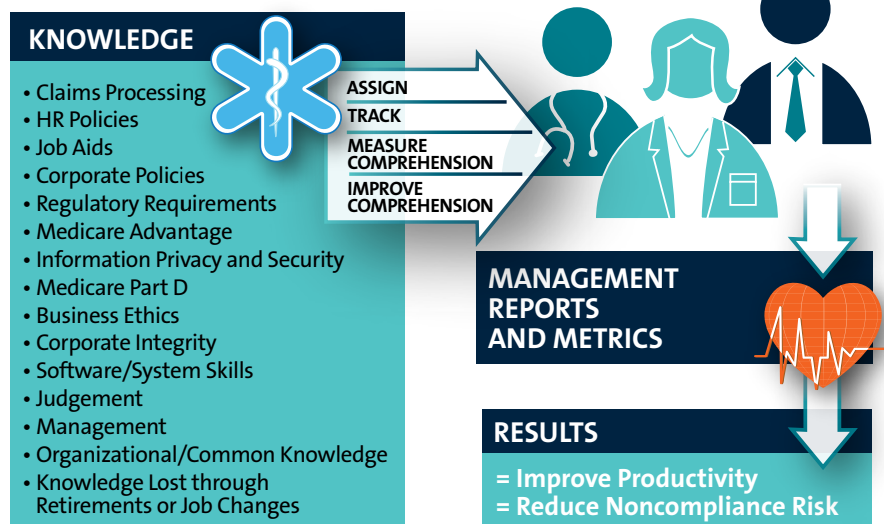


UL Health Care Knowledge Solutions

HIGHLIGHTS:

Engineered knowledge solutions that enable Health Care organizations to improve business performance and assure compliance:

- General Compliance
- Medicare Advantage Compliance
- Medicare Part D Compliance
- Medicare Brokers and Agent Compliance
- HIPAA Privacy and Security Compliance
- Business Ethics and Corporate Integrity
- Patient Protection and Affordable Care Act (PPACA)



Background

Health Care companies are facing 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 they are supervisors, managers, new hires or 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.

UL EduNeering's Solutions

UL offers solutions to meet the needs of Health Care organizations for improved business performance and risk reduction. Our solutions include services, knowledge assets, and technologies that drive employee comprehension, improve job performance, and track and document training activities which assure compliance.

- General Compliance Solution enables you to meet federal requirements for Health Care organizations, while supporting the need for a consistent corporate message, dependable employee performance, and adherence to company policies and procedures.
- Medicare Advantage Compliance Solution enables Medicare Advantage Organizations (MAOs) to meet regulatory and corporate policy requirements and goals.
- Medicare Part D Solution enables compliance with requirements of the Centers for Medicare & Medicaid Services (CMS) and the US Department of Health and Human Services (DHHS) Office of the Inspector General, and assures your employees perform their department-specific functions successfully.
- Medicare Broker and Agent Training Solution enables sales and sales support staff to meet the guidelines set forth in regulations as well as CMS's Managed Care Manual, and Medicare Prescription Drug Benefits Manual.
- HIPAA Privacy and Security Compliance Solution enables compliance with requirements of the federal Health Insurance Portability and Accountability Act of 1996.
- Business Ethics and Corporate Integrity Solution enables compliance with requirements of Sarbanes-Oxley, the Federal Sentencing Guidelines, and other best practices for corporate conduct, as well as the ethical guidelines of your organization.
- Patient Protection and Affordable Care Act (PPACA) courses focus on the changing U.S. Health Care system wrought by the Affordable Care Act and the options that individuals will have to purchase health insurance.

UL Services to Improve Business Performance

Through our consulting services, UL works closely with you to develop a complete, solution that identifies business process improvement opportunities, improves operational processes and enhances business performance. Our proprietary methodologies help you identify the business and performance needs of your organization, functional areas that fail to perform adequately and expanded training required to achieve required competencies.



Knowledge Assets to Assure Compliance

Authored by nationally recognized experts, our Health Care curricula are regularly updated to reflect current regulations and requirements. Our curricula target the knowledge needs of individual job functions, from the basic information needed by new-hires to the advanced knowledge required by supervisors and managers – all in a cost-effective training method delivered via the internet. This systematic format promotes ongoing learning by functional area and assures optimal use of employer training resources, while our advanced instructional design principles assure knowledge transfer and behavior change.

Our curricula are customizable, enabling organizations to provide company or site-specific information and communication of a consistent corporate message throughout their organization. All training can be delivered in an efficient and effective manner that assures competency.

Curricula for Compliance

General Compliance Curriculum

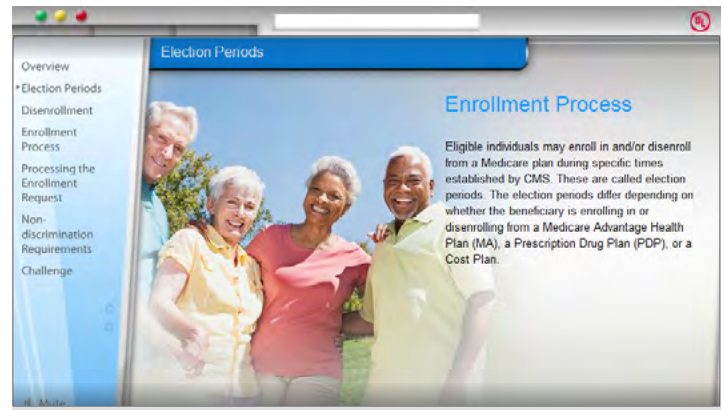
This curriculum teaches the basics needed to understand the importance of compliance as well as how a Compliance Program works. Drawing on the compliance requirements of the US Department of Health and Human Services, the recommendations of the DHHS Office of the Inspector General, the Federal Sentencing Guidelines and your organization's specific Compliance Program, we can fashion a compliance training curriculum that meets your compliance objectives. The General Compliance Curriculum includes:

- Compliance Program General Session
- Deficit Reduction Act: False Claims and Employee Protections Training
- Fraud and Abuse Awareness
- Customized Code of Conduct
- Customized Policies & Procedures
- Customized Conflict of Interest Questionnaire
- Introduction to Specialty Pharmacy Management

Medicare Advantage Curriculum

This 15 course curriculum fulfills Centers for Medicare & Medicaid Services and the DHHS Office of the Inspector General regulatory requirements for Medicare Advantage Organization training, education and documentation. The breadth of this curriculum facilitates compliance with the regulations and provides in-depth training assuring that employees perform their department-specific functions successfully. This curriculum targets the following functional areas:

- Administration and Management
- Grievances, Organization Determinations and Appeals
- Plan Bid and Benefit Package
- Claims Processing
- Enrollment and Disenrollment
- Fraud, Waste and Abuse
- Marketing
- Medicare Overview
- Members Services
- Compliance Program Guidelines
- Quality Management and Utilization Management



Medicare Part D Curriculum

This curriculum not only facilitates compliance with the Medicare Part D regulations, but also provides in-depth training assuring that your employees perform their department-specific functions successfully. The curriculum targets the following functional areas:

- Administration and Management
- Appeals and Grievances
- Bid and Benefits Package
- Coordination of Benefits and True-out-of-Pocket Facilitation
- PDP Enrollment and Disenrollment
- Fraud, Waste and Abuse
- Marketing
- Pharmacy Network
- Quality Assurance and Medicare Therapy Management

Medicare Broker/Agent Training

This curriculum trains sales internal, external and support staff to assist Medicare beneficiaries in understanding their available options, so the best decision can be made.*

- Broker/Agent Requirements
- Medicare Basics
- Medicare Part C & D Enrollment and Disenrollment
- Beneficiary Protections
- Marketing
- Broker/Agent Training Exam

With CICS, plan-specific information can be shared with the Brokers/Agents.



HIPAA Privacy and Security Curriculum

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 Standards
- HIPAA: Role-based Privacy Courses (4 courses)
- Information Security

Patient Protection and Affordable Care Act (PPACA)

This curriculum focus is on the changing U.S. Health Care system wrought by the Affordable Care Act and the options that individuals will have to purchase health insurance.

- U.S. Health Insurance Exchanges
- U.S. Health Care and the Impact of Health Care Reform
- Introduction to Medicaid

Business Ethics and Corporate Responsibility Curriculum

This curriculum, which aims to build a culture of ethical compliance, complies with requirements established by the Sarbanes-Oxley Act of 2002 and the revised Federal Sentencing Guidelines, as well as current best practices. It also provides employees with an overview of the fundamental ethics and compliance issues faced by all employees. The curriculum includes targeted scenario-based training to engage employees in situations requiring them to make decisions and follow those decisions to a conclusion. The range of courses includes:

- Multi-Year Skill-Building Approach to Code of Conduct
- Conflicts of Interest
 - Handling Confidential Information
 - Intellectual Property
 - Records Management
 - Foreign Corrupt Practices Act (FCPA)
- Confidentiality & Intellectual Property Protection
- Sarbanes-Oxley Act: An Overview
- Antitrust Law and Competitor Relationships
- Plus a full Anti-Discrimination and HR Curriculum

Customizable for Expanded Learning

UL Health Care courses can be customized to address your organization's specific needs. All courses can be adjusted to include highly specific information that promotes corporate culture, communicates policies and procedures, and addresses key messages. These key messages may include job-specific requirements, policies and procedures, confirmation of corporate culture, hotline numbers or additional regulatory requirements, as well as your organization's own terminology and graphics.

Assuring Competency

To maximize productivity, training must be delivered in an efficient manner – one that allows employees to quickly demonstrate competency in specific subject areas and then focuses retraining efforts only on the materials in which they need refreshing. UL has developed Competency-Based Learning (CBL) to allow your employees to do just that. Using CBL, less time is devoted to instruction on topics for which the employee has demonstrated competency, allowing the employee to receive more frequent updates and individual assessments with less "training time."

Innovative Technologies to Improve Business Performance and Assure Compliance

UL solutions incorporate innovative technologies that enable behavior change and improve the implementation, administration and management of an organization's learning initiatives.

- Track, document, evaluate, and report on learning initiatives – as required by regulations with UL's LMS, ComplianceWire®.
- Manage all pertinent information in the organization, including policies and procedures, using the Critical Information Control System® (CICS) to enable rapid distribution on an as-needed basis. Adding a testing component (via Quiz Creator) will allow you to demonstrate understanding of key elements found within the policy or procedure.
- Author client-specific quizzes using Exam Creator, enabling you to evaluate employees' comprehension and their ability to apply the training materials.
- Use Forms to collect any type of information your organization needs from employees, including Conflict of Interest, attestations, pertinent, required, legal or anonymous survey data.