



BE READY WHEN THE CMS AUDIT BELL RINGS WITH BLUEPEAK'S END-TO-END CALL LOG REVIEW



Weighing in at just 11 columns each, the Part C and Part D Call Logs universes have the potential to deliver a knockout punch to your CMS Program Audit score.

A common condition that continues to plague sponsors in both the Coverage Determinations, Appeals and Grievances (CDAG) and the Organization Determinations, Appeals and Grievances (ODAG) program audit areas is misclassifying coverage/organization determinations and redetermination/

reconsiderations as grievances and/or customer service inquiries or missing grievances, altogether. BluePeak has observed that CMS almost always gives an ICAR for this condition.

Historically, when responding to impromptu requests from CMS for call logs universes during a program audit, plans had difficulty pulling the necessary information from their systems and reviewing hundreds of lines of data in a short timeframe.

BluePeak developed the End-to-End Call Log Review in response to:

- **Seeing these difficulties firsthand, while assisting clients through actual CMS program audits.**
- **The inclusion of the ODAG and CDAG Call Logs universes in the CMS audit protocols.**
- **CMS citing the misclassification condition in almost all recent audit reports.**

BluePeak's End-to-End Call Log Review can help you identify and correct misclassification issues that might be detected in a program audit. BluePeak can conduct a one-time review or conduct best-practice quarterly reviews. Interested plans can choose all or part of BluePeak's three-step review process, which includes:

1 Part C and/or Part D Call Log Review

BluePeak staff will:

- **Review universes or call logs for completeness.**
- **Use algorithms to identify calls at a high risk of non-compliance.**

2 Call Recording Monitoring

BluePeak staff will select targeted samples from calls identified in Step 1 as being at a high risk for non-compliance and listen to those call recordings to confirm incoming calls were appropriately classified as either:

- **Coverage/Organization Determinations**
- **Reconsiderations/Redeterminations**
- **Grievances**
- **Inquiries**
- **More than one of the above**

3 Training and Process Improvement

Depending on the results from Steps 1 and 2, or as a standalone service, BluePeak can provide customized training to ensure accurate call classification, by teaching representatives to listen for the key words that CMS targets. BluePeak can also help develop and implement process improvements to keep misclassification issues from resurfacing.



In addition to performing an End-to-End-Call Log Review, BluePeak offers follow-up services to clients, such as developing and implementing monitoring and mock CMS program audits to ensure any issues found during the review have been remediated.

Don't be down for the count when it comes to generating Call Logs universes. BluePeak's End-to-End Call Log Review will help ensure your universes are ready when the CMS Program Audit bell rings.

Contact BluePeak today for a **FREE** consultation!
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