



## Visante helps Part D plans be prepared for CMS Scrutiny of CDAG



CDAG – with its decisive impact on beneficiaries – continues to be an area highly scrutinized by the Centers for Medicare and Medicaid Services (CMS). At any time, Medicare Part D Sponsors may be subject to CMS Program Audits, CDAG Timeliness Monitoring Review, and Call Log Reviews. You need to know that your systems, procedures, and staff are aligned with CMS requirements.

### Experienced experts in CMS regulations and operational excellence

Visante consultants have worked with Medicare Part D since its inception and understand Part D regulations inside and out. Calling upon our decades of operational and clinical experience, and extensive Part D program and regulatory knowledge, our experts work with you to identify risk points and solve operation barriers to compliance for optimal performance. Our experts give you the best return on your investment.

### Proactive assessment and operational engineering

We provide practical, efficient and compliant solutions that set you up for success now and in the future. Throughout our work together, we help to break down complex issues and develop efficient solutions specific to your needs. Visante helps you to improve beneficiary access and reach your compliance and performance goals.

### Be prepared for CMS scrutiny

CMS monitors plans daily and conducts periodic, routine program audits. CMS may also initiate an ad-hoc audit anytime there is reason to believe a sponsor could be non-compliant. Now is the time to assess your performance in meeting CDAG requirements and to evaluate data system capabilities that support monitoring, auditing and risk management for your plan. Visante consultants tune up our clients' performance for better results and continue to support them before, during and after an audit.

### Will CMS's 'beam of scrutiny' expose these common issues that may lurk in the shadows of your operations?

- Inappropriate clinical denials
- Denial notices with inadequate rationales
- Insufficient outreach attempts for obtaining clinical information
- Improper identification and/or misclassification of coverage requests and grievances
- Untimely notifications
- Inadequate controls

» Prepare now.



CDAG is one of the most challenging areas to manage in a Medicare Part D plan. As CMS further enhances their auditing and monitoring processes, plans may find themselves at risk for corrective and enforcement actions if they don't keep their CDAG operations in good order. ”

Steve Altenburger,  
Senior Director,  
Managed Care Services,  
Visante

Visante provides a wide range of consulting services to best meet your compliance needs

## » Operational and compliance gap assessment

### RECOMMENDED NOW

We provide a high-level assessment of your current operations relating to compliance and performance measures. We focus on key areas and preventable measures in CDAG to increase your operational performance, quality, Star ratings, and member satisfaction, while reducing audit risk and exposure.

## » Audit and mock audit services

Visante consultants have worked with clients on all aspects of CMS audits including audit readiness, remediation, mock audits, and validation audits. Our consultants are highly experienced with CMS audits and protocols and will provide exceptional preparation for your organization.

## » Call log analysis

Visante consultants analyze your call log data to identify deficiencies in the identification and classification of coverage determinations, appeals and grievances. In addition, we closely inspect "one-call resolution" grievances to verify that a full investigation occurred and the beneficiary was provided with a complete resolution.

## » Ongoing compliance support

### ACHIEVE OPTIMAL COMPLIANCE

Visante consultants stay up-to-date on constantly evolving CMS regulations and guidance so that we can provide direction and support to ensure your operations are fundamentally sound. In addition, we can provide tools and monitoring programs to achieve optimal oversight when CDAG activities are delegated to a Prescription Benefit Management firm.

## » Education and training

Our experts provide customized, interactive courses ranging from an overview of the Medicare benefit to key provisions within the regulations and guidance. For each topic, staff receives a focused review of important concepts highlighted with key take-away points and examples. Our scenario-based courses are designed to be engaging, resulting in a lasting knowledge base and improved understanding for all participants.

## Expert audit services:

- **Audit Readiness**  
Identify, understand and correct your risks before a CMS audit.
- **Mock Audits**  
Customizable to yield significant value as you prepare for the future.
- **Universe Review**  
Thorough evaluation using proprietary analytic tool and detailed feedback on universe quality and timeliness.
- **Audit Remediation**  
Help build, implement and validate corrective action plans.
- **Validation Audit**  
Qualified, independent and cost-effective CMS validation auditor.

» Manage risk.

» We welcome the opportunity to help you achieve operational excellence. To find out more visit [visanteinc.com](http://visanteinc.com), or contact us at (866) 388-7583 or [solutions@visanteinc.com](mailto:solutions@visanteinc.com)

Visante, Inc.  
101 East Fifth Street,  
#2220  
St. Paul, MN 55101

[visanteinc.com](http://visanteinc.com)

Visante UK Limited  
5 Chancery Lane  
Clifford's Inn  
London EC4A 1BL

[visante.co.uk](http://visante.co.uk)

Visante Canada Limited  
245 Wyecroft Road, Unit 4  
Oakville ON L6K 3Y6  
Canada

[visantecanada.ca](http://visantecanada.ca)

**Visante**<sup>®</sup>  
The Business of Pharmacy™