

Dream Strategically. Develop Successfully. Deliver Sustainably.



WCRC Introduction
March 7th, 2018

CAPITOL BRIDGE

AGENDA

- Provide the WCMSA community with additional information about the Capitol Bridge Team
- Discuss the mechanics of the transition
- Provide contact information for Capitol Bridge
- Transition Q&A



INTRODUCTION

- Capitol Bridge is the contractor who has been awarded the Workers' Compensation Review Contractor (WCRC) project from CMS.
- The Capitol Bridge WCRC Team as a whole brings over 25 years of CMS support experience, including:
 - Medicare Qualified Independent Contractor (QIC) Parts A, B, C, D and AdQIC
 - Risk Adjustment Data Validation/Central Data Abstraction Tool, Physician Quality Program Management and Implementation, and Chronic Condition Warehouse and Virtual Data Center
 - WCMSA submissions and proposals
 - Proven understanding of requirements specific to healthcare IT related to PII/PHI and how to safely store, process and manage all data in a demonstrably secure manner

MEET OUR TEAM LEADERS



Holly Havens
Project Director



Frank Wolf
Operations Manager



Christopher MacTaggart
QA Manager



Adriana Begley
Litigation Hold Contact



Nicholas Jordan
Capitol Bridge Executive



Daniel Gomez
Capitol Bridge Executive

WHAT IS NOT CHANGING



QUALITY and TIMELINESS

- As our program matures, we will strive to improve both the quality of our work and the timeliness in which cases are completed through automation and our continual improvement focus.
- The review and decision making process will remain the same.
- WCMSA proposals will continue to be submitted through the portal or by mail to the same Oklahoma City address.
- All established timeframes will remain the same.

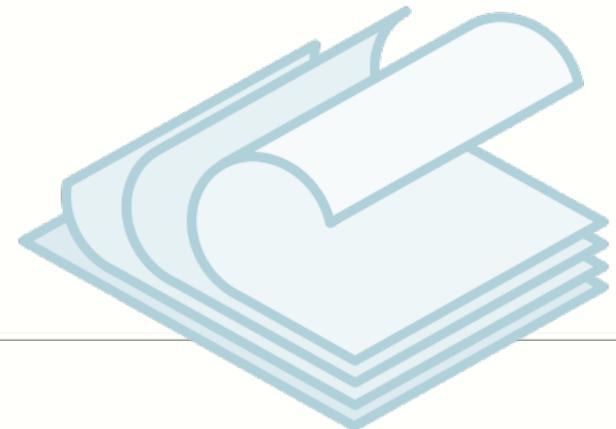


CUSTOMER SERVICE

- All inquiries will be handled by staff in our Pittsford, NY office, and customer service will be a priority.
- Inquiries may still be communicated via telephone.

WHAT IS CHANGING

- Effective Friday, March 16, 2018, PRI will cease production as the WCRC.
- The Capitol Bridge Team will begin WCRC operations on Monday, March 19, 2018, reviewing Workers' Compensation Medicare Set-aside Arrangement (WCMSA) proposals and recommending WCMSA amounts to CMS for final determination.
- Through continuous improvement, our goals are to maximize end-user satisfaction, reduce processing time, and increase quality.



METHODS OF CONTACT

We will be moving all processing of these cases to our facility in Pittsford, NY. As a result, contact information will be changing starting March 19, 2018. The preferred method of contact is via the customer service phone number. Our customer service hours will be 9am – 5pm EST.

Phone Number: (833) 295-3773

Email Address: WCRC@capitolbridgellc.com



****Please note that inquiries will not be addressed without a specific case number****

THANK YOU

The Capitol Bridge Team would like to thank everyone for joining us today and reviewing our presentation. We look forward to working with all of you as the new WCRC.

CONCLUSION



If you have any questions or comments regarding this transition,
please feel free to contact us on or after March 19, 2018 at:

(833) 295-3773



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