

Part A and Part B (A/B) Medicare Administrative Contractor



Statement of Work (SOW) Overview

Agenda

- Contracting Reform Requirements
- Goals and Objectives
- Formulation Process
- Structure and Content
- Next Steps

MMA Section 911 (Contracting Reform)

- ◆ MMA Section 911 requires recompetition of all current fee-for-service claims administration contracts
 - FAR contracts with Statement of Work (SOW)
 - CMS must consult with providers, representatives of beneficiary organizations, and contractors on performance requirements and standards
 - Integrate into a single contract the claims administration functions of Part A and Part B

Goals and Objectives

- Goal: Develop clear, complete, and accurate Statement of Work focused on desired outcomes
- High-level objectives, approved by CMS senior management, developed to guide MAC SOW efforts
- Four categories of objectives:
 - Customer Service
 - Operational Excellence
 - Innovation and Technology
 - Financial Management

Formulation Process

- CMS cross-agency components drafted SOW to include:
 - Performance Requirements
 - Performance Standards
 - Deliverables
 - Government Furnished Property
- A/B MAC SOW incorporates applicable laws, regulations, statutes, and manuals by reference

Structure and Content

- A/B MAC reflects CMS strategic operational decisions regarding functional contractors – the following functional requirements not found in SOW:
 - Coordination of Benefits Contractor
 - Qualified Independent Contractors
 - Beneficiary Contact Centers
 - Program Safeguard Contractors
 - Enterprise Data Centers
- Interface requirements with these functional areas are critical

Structure and Content

- Key SOW Requirements:
 - Transitions
 - Financial Management
 - Claims Processing
 - Hearings and Appeals
 - Provider Customer Service
 - Medicare Integrity Program Requirements
 - Interface Requirements
 - Quality Assurance

Next Steps

- Refine SOW based on stakeholder feedback
- Performance Measures to be published on FedBizOpps on April 11, 2005
- Open Door Forum on Performance Measures scheduled for April 19, 2005